



BUTTE COUNTY

OCCUPATIONAL OUTLOOK • 2002-2003

OCCUPATIONAL OUTLOOK & TRAINING DIRECTORY

***BUTTE COUNTY
2002 - 2003***

A PRODUCT OF

The California Cooperative Occupational Information System

SPONSORED BY

Private Industry Council of Butte County (<http://www.ncen.org/butte/home.htm>)

California Career Resource Network (<http://www.californiacareers.info>)

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AREA PROFILE

Butte County is situated on the east side of Northern California's Sacramento Valley. The surrounding counties include Plumas on the northeast, Yuba on the southeast, Sutter and Colusa on the southwest, Glenn on the west, and Tehama on the northwest. The county covers 1,675 square miles.

Rising from the Sacramento River, its western boundary, to the Sierra Nevada mountains, its eastern perimeter, Butte County elevation spans from 60 to over 7,000 feet above sea level and has a considerable variation in climate. Summers at the lower elevations are dry and warm, with temperatures at times topping 100 degrees. The valley winters are mild, with occasional frosts. At the higher elevations, on the other hand, temperatures are generally cooler throughout the year, and winter brings regular snowfall.

The portion of the county lying in the Sacramento Valley has ideal conditions for agriculture. More than 40% of the land area in Butte County is utilized for farming. Grains, fruits, and nuts are the most important crops. Rice and almonds each account for more than 25% of the dollar value of the county's agricultural production. Walnuts, prunes, kiwifruit, peaches, and olives account for significant commodity revenue as well.

Major transportation routes in the county include State Highways 99 and 70. Two railroad lines pass through the county.

The five incorporated cities in Butte County are Paradise, Chico, Oroville, Gridley, and Biggs. Chico is the county's largest city and is an urban center for the surrounding agricultural area. California State University at Chico, with an enrollment of approximately 15,000 students, is located here. Bidwell Park in Chico is the third-largest city park in the world. From the university campus, the park extends 12 miles along both sides of Big Chico Creek.

The city of Paradise was incorporated during 1979 and is the second largest city in Butte County. Located 16 miles northeast of Chico, Paradise is mainly a residential community.

Oroville, the county seat and third largest city, is located near the site of the Oroville Dam, the world's largest earth-filled dam. The major industries of the Oroville area are agriculture, food processing, and the services associated with the surrounding recreational area. Located near Oroville are the farming and food processing communities of Biggs, Palermo, Richvale, and Gridley.

As of January 1, 2002, it is estimated that Butte County's population is 207,000, an increase of 0.8% over the previous year's revised estimate of 205,400. This rate is lower than California's population growth rate of 1.9% over 2001.

*Source: Employment Development Department / Labor Market Information Division
California State Department of Finance/Demographic Research Unit*

WHO ARE WE?

The Private Industry Council of Butte County (PIC) is a Private Non-Profit Corporation. It is jointly governed by a 19-member Private Industry Council Board and the Butte County Board of Supervisors. The Private Industry Council administers Federal and State Job Training funds for employment and job training and related programs and services.

The PIC is also a member of the Northern California Employment Network (NCEN). NCEN is a consortium of publicly funded employment programs providing a comprehensive array of employer and job seeker services in the counties of Butte, Colusa, Del Norte, Glenn, Lake, Lassen, Modoc, Plumas, Shasta, Siskiyou, Sutter, Tehama, Trinity, and Yuba.

MISSION STATEMENT

It is the intent of the Butte County PIC to:

- Encourage better use of resources through coordination and integration of goods and services;
- Make education, job training, and employment services universally available and accessible to all residents in Butte County;
- Assist partner staff in their efforts to continually improve the quality of local programs and services;
- Increase regional access to information and enhance our ability to communicate through increased automation capacity and Internet connectivity.

INTRODUCTION

The labor market information presented in this report was collected through a cooperative partnership between the Private Industry Council of Butte County and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS) and was initiated in 1986. This is the seventh year that Butte County has participated.

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information. Information in this report is specific to Butte County. This year's report is comprehensive. You will find summaries of 60 occupations surveyed between April and October of 2000, 2001, and 2002, respectively. Additional occupations will be selected for study in successive years.

WHAT IS THE CCOIS?

Overview:

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. It is a partnership of state and local agencies that produces local occupational and labor market information. The CCOIS is a statewide program that is operational at 35 sites that represent 58 counties throughout California. The local agencies, referred to as “local partners”, consist of Workforce Development Boards, local Workforce Investment Boards and other workforce investment agencies, and Economic Development Agencies. At the state level, the Employment Development Department provides technical and financial assistance to the Local Partners and administers the CCOIS under the advisement and policy guidelines of the California Career Resources Network (CalCRN). The CalCRN is California’s designated representative to America’s Career Resource Network (ACRN).

The *2002/2003 Butte County Occupational Outlook* is the official local report of the CCOIS. To provide continuity with the statewide program, all CCOIS reports will bear the title “Occupational Outlook” and the name of the geographic area covered by the report.

The CCOIS annual program cycle operates as follows:

- Occupations are selected for study.
- Survey samples are designed.
- Survey questionnaires are prepared for each occupation.
- Extensive surveys are conducted with local employers.
- Data is reviewed, coded, and keyed into a CCOIS database.
- Tabulations are developed and analyzed.
- Outlook reports are prepared, reviewed, and printed.
- Reports are disseminated to the “user” in the community.

WHY IS THIS RESEARCH CONDUCTED?

The information in this report may be used by a wide array of organizations and individuals for various purposes. Possible uses include the following:

Career Decisions

Career counselors and job seekers are able to make better occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

Economic Development

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in the local labor market area.

Program Marketing

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Development

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment, and assess the availability of qualified workers for business relocation or expansion purposes.

STATE AND FEDERAL LEGISLATIVE MANDATES

Information produced and available through the CCOIS satisfies major federal and state statutory mandates.

The Senate Labor and Human Resources Committee believes labor market information is an essential structural element supporting all other programs and services under the *Workforce Investment Act of 1998 (WIA)*. Under WIA, a national employment statistics system is established, which is to be planned, administered, overseen, and evaluated through a cooperative governance structure involving the Department of Labor and the States. It requires the Secretary of Labor, through the Bureau of Labor Statistics, and in cooperation with the states, to prepare an annual plan to manage the nationwide system.

The *Welfare to Work Act of 1997 (CalWORKs)*, establishes welfare reform in California. The previous program that entitled recipients to aid with few limits is replaced. The new program assures that welfare is a temporary support in times of crisis, rather than a way of life; encourages and regards personal responsibility and accountability by recipients; fosters a “Work First” attitude by strict work requirements; and gives counties the flexibility they need to meet recipients’ needs. The continuing nature of the CCOIS program enables the Butte County populace to acquire the most recent local labor market information to assist recipients as they transition from welfare to work.

Section 10533 of the *California Unemployment Insurance Code (CUIC)* requires the EDD to operate the CCOIS as the primary component of a comprehensive labor market and occupational supply and demand information system. The law states that the CCOIS shall serve as a primary source for local and statewide occupational information, and shall be available in all areas of the state. This law specifically requires the CCOIS to produce statistically valid occupational analyses for local job training and education programs, and it must be conducted by a local entity under the direction of EDD. Further, it must include the participation of local users of the information. The law requires the EDD and local entities to prepare occupational analyses using state occupational forecasts and other indicators of growth, combined with local employer surveys of recruitment practices, job qualifications, earnings and hours, and advancement and outlook.

In its annual plan to the Governor and Legislature regarding employer’s demand for trained workers and changes in the State’s economy, the Employment Training Panel is required by law to review labor market information provided by the CCOIS.

The *Wagner-Peyser Act*, which created the Job Service, provides that each state shall maintain an effective labor market information service, through which it shall provide for the collection, analysis, and dissemination of current labor market developments, employment trends, and employment opportunities.

The *Carl D. Perkins Vocational and Applied Technology Education Act* was established to meet the urgent needs for training, retraining, and employment development of adults. A key element in this legislation is the requirement that careful analyses be made of current labor market conditions, including a determination of future labor market needs. The amendments of 1990 call for greater use of labor market information to support the state plans of employment and training services and the objectives of vocational education.

Thus, the CCOIS contributes to the state’s compliance with laws requiring accurate, reliable, current, and localized labor market information. Since 1986, the program has consistently demonstrated its success in addressing the need for better information for career guidance and training planning.

METHODOLOGY

To produce the occupational profiles, our research includes the following steps:

- **Occupational Forecast:** Occupational projections are developed by the Labor Market Information Division (LMID) of the Employment Development Department and are used to help identify growing and declining occupations.
- **Occupational Selection:** A variety of criteria has been established by the CCOIS Program and is used to help select the survey occupations. However, the primary objective is to survey occupations that are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. For each survey year, a preliminary list of occupations was developed. The list was reviewed by representatives of community based vocational training programs, economic development organizations, educational institutions, the PIC, and other government agencies. Representatives of these agencies were asked to identify which occupations they would like studied. Based on the input of these organizations, some occupations were eliminated and others added. The list of occupations was reviewed and discussed with LMID, eventually narrowing to the 60 published within this report.
- **Questionnaire Development:** Specific information needs for each occupation are determined, and questionnaires are developed to respond to local information needs.
- **Sample Selection:** LMID generates employer samples by industry and employer size. Employers are contacted to verify that they employ persons in the occupation and are willing to participate in the project.
- **Employer Survey:** Confidential employer surveys are conducted by telephone, fax, mail, or in person. Completed surveys are reviewed for internal consistency and employers re-contacted for clarification as needed.
- **Data Entry and Tabulation:** Completed surveys are reviewed and the responses entered into a CCOIS database that generates basic data tabulations.
- **Written Analysis:** The data from those tabulations and other relevant information is carefully analyzed to prepare the individual occupation profiles. Sufficient information was obtained to develop profiles for the 60 occupations surveyed.
- **Report Distribution:** The written analysis may be presented at a public dissemination meeting, which is the initial step in publicizing the occupational information collected. This report is also distributed to economic development agencies, high schools and community college career counselors, vocational rehabilitation offices, the library systems throughout the county, and various other social service agencies.
- **Data Destruction:** Data tabulations and employer surveys are destroyed to safeguard specific individual employer information.

DESCRIPTION OF INDIVIDUAL OCCUPATIONAL PROFILES

The following is a brief description of the profiles contained in the 2002/2003 Occupational Outlook Report, and includes definitions of the terms used to describe the survey results:

OCCUPATIONAL TITLES, CODES AND DEFINITIONS

Most occupations surveyed in this report have a six-digit occupational code and definition from the standard Occupational Employment Statistics (OES) classification system. OES descriptions are broader in scope than the Dictionary of Occupational Titles (DOT) classification system; each OES code may include several of the more detailed DOT titles. A few occupational definitions not identified with an OES code usually reflect an attempt to survey an occupation that the OES system either doesn't identify or doesn't define sufficiently. Because of the lack of OES projections data, these "Non-OES" occupational surveys sometimes lack the reliability of a standard OES occupational survey.

EMPLOYER REQUIREMENTS

- **Education and Training & Experience:** Survey responses to questions regarding education, training, and work experience needed to obtain employment are summarized here. Employers are asked for the level of education that the firm requires for the survey occupation. Additionally, employers are asked if they require work experience and what type of experience is required. When appropriate, occupational summaries may be supplemented by State requirements from the most recent

publication of the *California Professional & Business License Handbook, August 1999.*

Note: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

The terms used in this section and throughout the report to describe occupations studied are as follows:

All: 100% of survey responses

Almost All: 80% up to but not including 100%

Most: 60% up to but not including 80%

Many: 40% up to but not including 60%

Some: 20% up to but not including 40%

Few: less than 20% of the survey responses

- **Skills and Qualifications:** Employers are asked to list those skills that are necessary to perform the functions of the occupation being surveyed and skills important for career advancement. As skills are widely recognized as being transferable in nature, employers' responses are supplemented--when appropriate--with skills from the Occupational Information Network (O*NET) Online, a comprehensive database of worker attributes and job characteristics. O*NET is being developed as a timely, easy-to-use resource that supports public and private

sector efforts to identify and develop the skills of the American workforce. Additionally, employer-specified skills provided by LMID are also included in this section.

WAGES AND BENEFITS

- **Wages:** The purpose of this section is to report the approximate wage ranges and medians for the occupations and to provide a rough measure for comparing the wages of various occupations. The range and median of hourly wages are presented for three categories of employees: **new hires with no experience**, persons trained or otherwise qualified, but with no paid experience in the occupation; **new hires with experience**, experienced persons, but those just starting with the firm; **after three years with the firm**, persons who have had at least three years of experience in the occupation with that employer.

One wage section is used when the percent of union employment is either greater than 80% or less than 20%. Two wage sections occur when the percent of union employment is from 20% to 80%, and there is no violation of confidentiality.

In those instances where the summarized occupational information was collected from fewer than three firms, the local partner must obtain written consent from each firm before any information relating to those firms can be published or indicate “Insufficient Data” was available.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

- **Hours Worked:** The distribution of full-time, part-time, on-call and temporary employees is reported in this section, together with the average number of hours worked per week. If the distribution is less than 20%, it is considered negligible for the purposes of this section, thus generally not reported.
- **Benefits:** This section presents the types of fringe benefits employers’ offer. Information is presented on the percentage of employers providing each of the benefits to their employees, identifying who pays the benefit (employer paid, shared cost, or employee pays all) for full-time employees. When part-time employment is a significant percentage of the occupational total (20% or more), this breakdown is reported.

EMPLOYMENT TRENDS

- **Supply and Demand:** This section presents information on the methods employers use to recruit new employees and the difficulty in finding applicants to fill vacancies. Each employer was asked to list the three most successful recruitment methods used. Employers were asked to rate on a four-point scale the difficulty they have in finding experienced or inexperienced replacements to fill vacancies. The employers’ responses are combined with a weighted average using a formula including the number of new hires and the number of firms.

The following terms are used to describe the difficulty in finding applicants:

Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This

means that qualified applicants encounter no competition in their job search.

Moderately Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find moderate competition in their job search.

Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

- **Recruitment Methods:** Employers are asked to indicate their most successful hiring methods.
- **Turnover** is calculated for each occupation based on vacancies (resulting from promotions or employees leaving the firm) filled over the last 12 months, divided by the difference between the total reported number of employees among firms responding to the survey and the number of new hires during this period.

It is determined that turnover terms are arbitrary in nature. Therefore, occupational summaries will include only turnover percentages based on useable surveys—leaving judgements to the report reader as to their meaning.

- **Size of Occupation & Projections:** This section presents the seven-year growth and job openings projections provided through the LMID OES program. It also summarizes the size of employment in the occupation, based on percentage of the total employment in the county. For occupations studied in 2000, the following scale is used to measure occupational size:

Small	Less than 101
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Medium	101 – 202
Large	203 – 438
Very Large	439 and above

For occupations studied in 2001, the following scale is used to measure occupational size:

Small	Less than 105
Medium	105 - 210
Large	211 - 456
Very Large	457 and above

For occupations studied in 2002, the following scale is used to measure occupational size:

Small	Less than 107
Medium	107 – 213
Large	214 – 462
Very Large	463 and above

Occasionally, LMID projection data may differ from the data employers provide. The data are different because occupational projections reflect historical trends so that the future is expected to be like the past. The growth or decline in occupational projections is a factor of the growth or decline in industries.

- **Gender:** This section presents the distribution of male and female employees as reported by firms responding to this survey.
- **Growth Trends:** This is an overview of projected new job growth rates in relation to the overall new job growth rate (10.9% for period 1997 – 2004, and 8.7% for period 1999 - 2006) for the county. The following terms are applied to the occupational growth trends in Butte County:

Much faster than average:	1.50 times average or more
Faster than average:	1.10 to but not including 1.50 times average
Average:	0.90 to but not including 1.10 times average
Slower than average:	0.10 to but not including 0.90 times average
No Significant Change:	-0.10 to but not including 0.10 times average
Slow Decline:	less than -0.10 times average

- **Where the Jobs Are:** This section identifies the major employing industries for each occupation, indicated by a percentage of the occupation's employment in specific industries. These are industry staffing patterns generated by LMID.

OTHER INFORMATION

- **Alternative Job Titles:** This section lists other job titles used by employers that meet the standard occupational definition.
- **Related DOT Code:** The Dictionary of Occupational Titles (DOT) is a comprehensive and standardized national

occupational coding system. The occupational definitions are arranged by nine-digit DOT codes. The definitions include major task elements of the job, task variables, alternative job titles, industry designations, and related occupations. The DOT is available from U.S. Government Bookstores, Bureau of Labor Statistics, or the Superintendent of Documents.

- **Promotional Opportunities:** Employers are asked whether or not they promote employees to a higher level position. If so, we seek the occupational titles to which they may be promoted.
- **Employer Responses:** Displays the number of useable surveys received from the employer community and their total number of employees represented for the specific occupation.
- **Unionization and Collective Bargaining:** Employers surveyed are asked if the wages for employees in the occupation are subject to a collective bargaining or union agreement.

***OCCUPATIONAL
SUMMARIES***

ASSEMBLERS AND FABRICATORS -- EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION OES 939560

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a nonprecision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Few indicate they prefer vocational or technical training prior to hire. For those preferring training, the desired length is expressed as 6 months.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of assembler, fabricator, or woodwork experience.

Skills and Qualifications:

- Able to operate power hand tools
- Able to do arithmetic using fractions and decimals
- Able to perform assembly work
- Able to read working drawings
- Able to read blueprints
- Able to use and read a tape measure
- Able to perform routine, repetitive work
- Willing to work with close supervision
- Possession of mechanical aptitude
- Able to work independently
- Manual dexterity
- Good eye-hand coordination
- Possession of good color perception
- Able to stand continuously for 2 or more hours
- Able to lift at least 50 pounds repeatedly
- Able to write legibly
- Able to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.50	\$7.50
New Hires, W/ Experience	\$6.25 - 11.00	\$8.00
After Three Years W/ Firm	\$7.50 - 18.00	\$11.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Assemblers and Fabricators work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	38%	38%	0%
Dental Insurance	25%	13%	19%
Vision Insurance	6%	6%	6%
Life Insurance	19%	6%	0%
Sick Leave	56%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	25%	25%	6%
Child Care	0%	0%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Assemblers and Fabricators**

Experienced applicants: Not Competitive

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

Turnover: Among employers surveyed, the rate is 7.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 320 -- 610 (Large/Very Large)

Gender: Employers responding indicate 73% of workers are male, 27% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: -290

Separations to 2006: 60

Total Openings: -230

Growth Trends: The new job growth rate for this occupation is -47.5%, which indicates significant decline relative to the average job growth rate of 8.7% for all occupations in the county. Though the decrease in projected growth rate reflects recent plant closures of a few large firms, many employers anticipate growth to remain stable over the next two years.

WHERE THE JOBS ARE

Ordinance & Accessories	11.2%
Lumber and Construction Materials	10.6%
Ship and Boat Building and Repairing	9.7%
Miscellaneous Durable Goods	8.4%
Farm and Garden Machinery	8.1%
Toys and Sporting Goods	8.1%
Miscellaneous Plastic Products	6.2%
Measuring and Controlling Devices	6.2%
Fabricated Structural Metal Products	4.7%
Hardware, Plumbing and Heating Equipment	4.4%
Other	22.4%

OTHER INFORMATION:

Alternate Job Titles: Builders, Cabinet Assemblers, Shop Workers, Prehung Assemblers

Related DOT Code: 710.381-010, 715.684-110, 700.684-014, 701.687-010, 706.684-018, 706.684-022, 706.684-042

Promotional Opportunities: May be promoted to machinist, machine operator, shipping clerk, quality control supervisor, or manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 16 employers, representing 220 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

AUTOMOTIVE MECHANICS**OES 853020**

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

EMPLOYER REQUIREMENTS

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of prior auto repair or related experience.

Skills and Qualifications:

Able to repair machines or systems using the needed tools
 Install equipment, machines, wiring, or programs to meet specifications
 Able to determine what is causing an operating error and deciding what to do about it
 Able to identify the nature of problems
 Able to perform routine maintenance and determine when and what kind of maintenance is needed
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
 Able to determine the kinds of tools and equipment needed to do a job
 Able to inspect and evaluate the quality of products
 Able to implement safe work practices
 Certified in Auto Service Excellence (ASE)
 Possession of a valid driver's license
 Possession of a good Department of Motor Vehicles driving record
 Willingness to work with close supervision

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 11.50	\$8.50
New Hires, W/ Experience	\$7.00 - 15.00	\$11.50
After Three Years W/ Firm	\$11.00 - 20.00	\$16.00

Hours Worked: Almost all Automotive Mechanics work full-time averaging 42 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	40%	0%
Dental Insurance	27%	20%	13%
Vision Insurance	20%	13%	7%
Life Insurance	20%	0%	0%
Sick Leave	47%	7%	0%
Vacation	100%	0%	0%
Retirement Plan	7%	53%	0%
Child Care	0%	7%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Automotive Mechanics**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

Employer Responses: 15 employers, representing 110 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 540 - 600 (Very Large)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

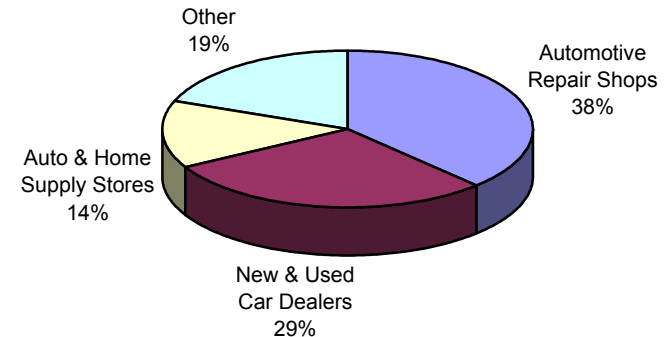
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	100
Total Openings:	160

Growth Trends: The new job growth rate for this occupation is 11.1%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 10.9%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

Where The Jobs Are



OTHER INFORMATION:

Alternate Job Titles: Automotive Technician, Mechanic

Related DOT Code: 620.261-010, 620.261-012, 620.261-030, 620.281-026, 620.284-038, 620.281-062, 620.281-066

Promotional Opportunities: May be promoted to lead technician, assistant manager, or service manager

Turnover: Among employers surveyed, the rate is 16.4% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

BAKERS -- BREAD AND PASTRY**OES 650210**

Bakers and Pastry Bakers mix and back ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

EMPLOYER REQUIREMENTS

Education and Training: Many employers surveyed report they require a high school diploma or equivalent. Some indicate they prefer technical or vocational training prior to hire. Employers report a range of training between 6 - 12 months, with an average of 8 months.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 24 months of prior baking experience, with an average of 12 months.

Skills and Qualifications:

Pastry decorating skills
 Pastry making skills
 Mastery of baking equipment
 Ability to lift at least 25 pounds repeatedly
 Ability to stand continuously for 2 or more hours
 Ability to pass a pre-employment medical examination
 Willingness to work with close supervision
 Ability to work independently
 Ability to work under pressure
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills
 Basic math skills

***WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 8.00	\$7.25 - 8.33	\$7.25	\$7.50
New Hires, W/ Experience	\$6.75 - 9.00	\$8.00 - 9.50	\$7.38	\$8.33
After Three Years W/ Firm	\$7.25 - 12.50	\$11.00 - 14.25	\$9.75	\$13.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Many work part-time averaging 26 hours per week. Many work full-time at an average of 40 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	13%	7%	13%	13%
Dental Insurance	7%	0%	13%	7%	13%	13%
Vision Insurance	7%	0%	7%	7%	13%	13%
Life Insurance	7%	0%	13%	7%	13%	13%
Sick Leave	27%	27%	0%	0%	0%	0%
Vacation	40%	33%	0%	0%	0%	0%
Retirement Plan	20%	13%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	Insufficient Data	
Not Difficult		

The Job Market for: **Bakers -- Bread & Pastry**
Experienced applicants: Insufficient Data
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

Turnover: Among employers surveyed, the rate is 30.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 210 - 220 (Large)

Gender: Employers responding indicate 43% of workers are male, 57% are female.

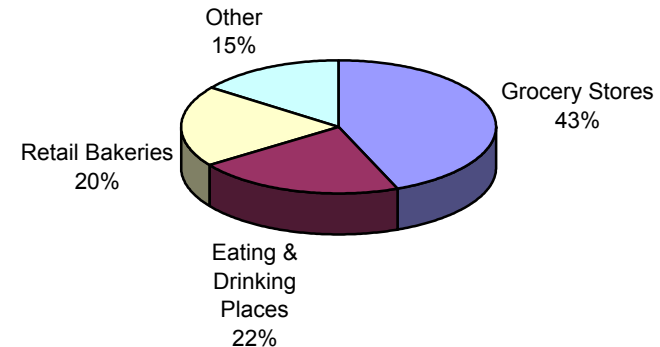
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	40
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 4.8%, which is growing slower than the average new job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Bakery Clerks

Related DOT Code: 313.361-010, 313.361-038, 313.381-010, 313.381-018, 313.381-026

Promotional Opportunities: May be promoted to bakery manager, supervisor, other management position

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 54 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

CARPENTERS**OES 871020**

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma or equivalent. Of employers surveyed, none indicate a requirement for technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 60 months of previous experience as a carpenter.

Skills and Qualifications:

Able to provide own hand tools
 Possession of a reliable vehicle
 Willing to work with close supervision
 Able to work independently
 Possession of a good Department of Motor Vehicles driving record
 Finish carpentry skills
 Rough carpentry skills
 Able to use drafting tools
 Able to read blueprints
 Shop math skills
 Drywall installation and repair skills
 Cost estimating skills
 Able to lift at least 50 pounds repeatedly
 Possession of agility and coordination
 Able to perform strenuous, physically demanding work
 Able to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 10.96	\$7.60
New Hires, W/ Experience	\$10.00 - 20.00	\$13.70
After Three Years W/ Firm	\$12.00 - 25.00	\$20.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Carpenters work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	27%	20%	0%
Dental Insurance	13%	7%	13%
Vision Insurance	7%	7%	7%
Life Insurance	20%	13%	7%
Sick Leave	13%	0%	0%
Vacation	27%	0%	0%
Retirement Plan	13%	7%	27%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Carpenters**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

Turnover: Among employers surveyed, the rate is 34.7% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 520 - 580 (Very Large)

Gender: Employers responding indicate 98% of workers are male, 2% are female.

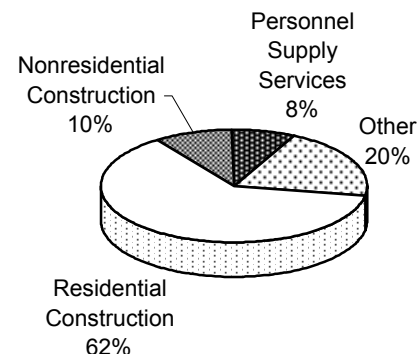
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	60
<u>Separations to 2006:</u>	100
Total Openings:	160

Growth Trends: The new job growth rate for this occupation is 11.5%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Finished Carpenters

Related DOT Code: 860.381-022, 860.381-026, 860.381-042, 860.664-010, 860.681-010, 860.281-010

Promotional Opportunities: May be promoted to supervisor, project manager, or superintendent

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 121 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

CASHIERS**OES 490230**

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of employers surveyed, none indicated a requirement or preference for technical or vocational training.

Experience: Some employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 12 months of cashiering experience, with an average of 6 months.

Skills and Qualifications:

Record keeping skills
 Ability to operate a cash register
 Ability to follow check cashing procedures
 Cash handling skills
 Grocery checking skills
 Ability to stand continuously for 2 or more hours
 Public contact skills
 Ability to work independently
 Ability to work under pressure
 Willingness to work with close supervision
 Ability to read and follow instructions
 Ability to write legibly
 Basic math skills
 Oral communication skills

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 7.25	\$8.33 - 9.20	\$6.75	\$8.89
New Hires, W/ Experience	\$6.75 - 7.50	\$8.33 - 13.89	\$6.75	\$9.50
After Three Years W/ Firm	\$6.75 - 10.00	\$13.00 - 18.58	\$8.00	\$18.53

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Many Cashiers work part-time averaging 25 hours per week. Many work full-time at an average of 39 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	14%	14%	36%	21%	7%	7%
Dental Insurance	14%	14%	29%	14%	14%	14%
Vision Insurance	14%	14%	21%	7%	14%	14%
Life Insurance	14%	7%	29%	21%	14%	14%
Sick Leave	57%	36%	0%	0%	0%	0%
Vacation	57%	50%	0%	0%	0%	0%
Retirement Plan	29%	29%	29%	21%	0%	0%
Child Care	0%	0%	0%	0%	7%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	
Not Difficult		X

The Job Market for: **Cashiers**
 Experienced applicants: Insufficient Data
 Inexperienced applicants: Very Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, in-house promotion or transfer, and newspapers ads.

Turnover: Among employers surveyed, the rate is 51.7% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 2190 - 2410 (Very Large)

Gender: Employers responding indicate 40% of workers are male, 60% are female.

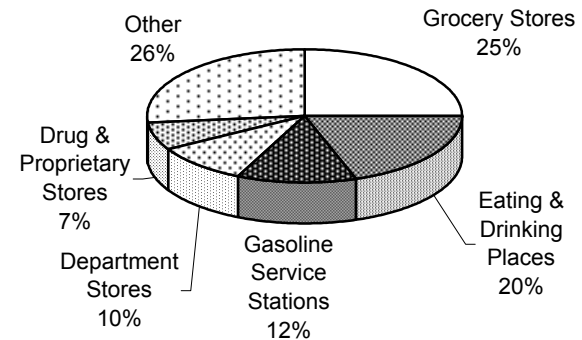
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	220
<u>Separations to 2006:</u>	730
Total Openings:	950

Growth Trends: The new job growth rate for this occupation is 10.0%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Checker, Food Clerk

Related DOT Code: 211.362-010, 211.462-010, 211.462-018, 211.467-010, 211.467-034, 249.467-010, 209.567-014

Promotional Opportunities: May be promoted to lead cashier, head checker, crew leader, or management position

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 238 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

CHILD CARE WORKERS**OES 680380**

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Most indicate they require or prefer vocational training prior to hire. This is often expressed as 6 units of Early Childhood Education/Child Development.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 12 months of experience working with children in some capacity, such as school teacher, babysitter, or other previous child care experience.

Skills and Qualifications:

Oral communication skills

Knowledge of early childhood development

Musical skills

Able to administer emergency first aid

Possession of an Early Childhood Development certificate

Able to write effectively and legibly

Able to listen to what others are saying and ask questions appropriately

Able to stand continuously for 2 or more hours

Able to understand a variety of cultures

Able to handle crisis situations

Possession of a clean police record

Able to exercise patience

Able to work independently

Willingness to work with close supervision

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 7.56	\$6.00
New Hires, W/ Experience	\$5.75 - 7.10	\$6.15
After Three Years W/ Firm	\$6.50 - 8.88	\$7.00

Hours Worked: Most Child Care Workers work part-time averaging 21 hours per week. A few work full-time at an average of 42 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	7%	7%	7%	0%	0%
Dental Insurance	7%	0%	7%	7%	0%	0%
Vision Insurance	0%	0%	7%	0%	0%	0%
Life Insurance	0%	0%	7%	0%	0%	0%
Sick Leave	20%	7%	0%	0%	0%	0%
Vacation	20%	7%	0%	0%	0%	0%
Retirement Plan	7%	0%	7%	0%	7%	7%
Child Care	7%	0%	0%	7%	7%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult	X	X

The Job Market for: **Child Care Workers**
Experienced applicants: Very Competitive
Inexperienced applicants: Very Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

Employer Responses: 15 employers, representing 119 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 420 - 510 (Large/Very Large)

Gender: Employers responding indicate 13% of workers are male, 87% are female.

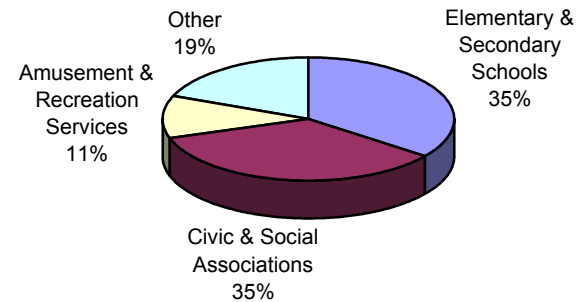
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	90
<u>Separations to 2004:</u>	40
Total Openings:	130

Growth Trends: The new job growth rate for this occupation is 21.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

Where The Jobs Are



OTHER INFORMATION:

Alternate Job Titles: Child Care Attendant, Teacher's Aide

Related DOT Code: 355.674-010, 359.677-010, 359.677-018, 359.677-026

Promotional Opportunities: May be promoted to preschool teacher, supervisor, child care coordinator, manager, or program specialist

Turnover: Among employers surveyed, the rate is 32.8% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

COMBINED FOOD PREPARATION AND SERVICE WORKERS**OES 650410**

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma or equivalent. Among employers surveyed, none indicate they require technical or vocational training prior to hire.

Experience: Some employers report they prefer work experience in this occupation. Those preferring experience tend to hire applicants with 3 - 12 months of cooking, waitressing, food preparation or other food service experience.

Skills and Qualifications:

Able to make change
 Able to operate a cash register
 Fry cooking skills
 Short-order cooking skills
 Food preparation skills
 Able to pass a pre-employment medical examination
 Able to stand continuously for 2 or more hours
 Able to work rapidly
 Able to lift at least 30 pounds repeatedly
 Willing to work with close supervision
 Public contact skills
 Able to work independently
 Able to follow oral instructions
 Able to write legibly
 Oral communication skills

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$5.75
New Hires, W/ Experience	\$5.75 - 6.50	\$5.75
After Three Years W/ Firm	\$5.75 - 10.75	\$7.50

Hours Worked: Almost all Combined Food Preparation & Service Workers work part-time averaging 20 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	27%	27%	0%	0%
Dental Insurance	7%	0%	20%	27%	0%	0%
Vision Insurance	0%	0%	20%	27%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	0%
Sick Leave	27%	20%	0%	0%	0%	0%
Vacation	40%	20%	0%	0%	0%	0%
Retirement Plan	0%	0%	20%	20%	0%	0%
Child Care	0%	0%	0%	0%	7%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	*N/A	
Moderately Difficult	*N/A	
Not Difficult	*N/A	X

The Job Market for: **Combined Food Prep & Service Workers**
Experienced applicants: Not Applicable
Inexperienced applicants: Very Competitive

*None of the surveyed employers require previous work experience.

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

Employer Responses: 15 employers, representing 401 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 870 - 980 (Very Large)

Gender: Employers responding indicate 43% of workers are male, 57% are female.

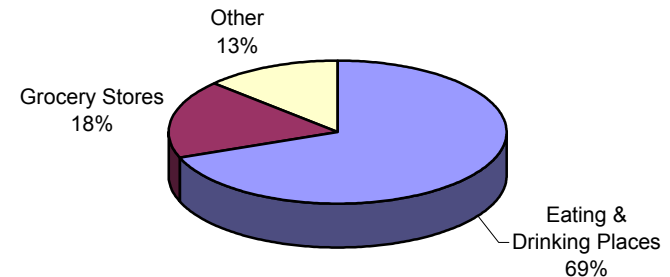
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	110
<u>Separations to 2004:</u>	340
Total Openings:	450

Growth Trends: The new job growth rate for this occupation is 12.6%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

Where The Jobs Are



OTHER INFORMATION:

Alternate Job Titles: Deli Attendant

Related DOT Code: 311.472-010

Promotional Opportunities: May be promoted to waiter, crew leader, deli coordinator, shift manager, assistant manager, or department manager

Turnover: Among employers surveyed, the rate is 73.6% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

COMPUTER SUPPORT SPECIALISTS**OES 251040**

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

EMPLOYER REQUIREMENTS

Education and Training: All employers surveyed report they require at least a high school diploma or equivalent. Some indicate they require a bachelor's degree. Almost all employers report they require or prefer technical or vocational training prior to hire. This training may take the form of college courses, trade school courses with certifications, network or other computer workshops.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 12 - 36 months of computer related experience.

Skills and Qualifications:

Able to utilize good teaching techniques
 Able to communicate technical information to non-technical staff
 Able to communicate with computer literate staff
 Able to analyze needs and product requirements to create a design
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
 Able to determine the cause of an operating error and resolve problem
 Able to use logic and analysis to identify the strengths and weaknesses of various approaches
 Knowledge of how to find information and identify essential information
 Knowledge of word processing, database, and spreadsheet software
 Knowledge of networks and the Internet
 Able to write effectively and legibly
 Able to understand written sentences and paragraphs in work documents

WAGES AND BENEFITS

<u>Wages:</u>	Non-Union <u>Range</u>	Union <u>Range</u>	Non-Union <u>Median</u>	Union <u>Median</u>
New Hires, No Experience	\$6.00 - 14.38	Insufficient Data	\$9.76	\$11.17
New Hires, W/ Experience	\$6.00 - 16.78	\$10.24 - 14.26	\$12.95	\$12.28
After Three Years W/ Firm	\$9.00 - 21.58	\$12.21 - 17.62	\$14.91	\$15.11

Hours Worked: Most Computer Support Specialists work full-time averaging 40 hours per week. Some work part-time at an average of 19 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	44%	6%	19%	25%	0%	0%
Dental Insurance	44%	6%	13%	25%	0%	0%
Vision Insurance	44%	6%	13%	25%	0%	0%
Life Insurance	38%	13%	6%	13%	6%	6%
Sick Leave	63%	13%	6%	13%	0%	0%
Vacation	63%	13%	6%	6%	0%	0%
Retirement Plan	19%	6%	38%	13%	13%	6%
Child Care	0%	0%	6%	0%	6%	6%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Computer Support Specialists**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Employer Responses: 16 employers, representing 36 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 150 - 210 (Medium/Large)

Gender: Employers responding indicate 69% of workers are male, 31% are female.

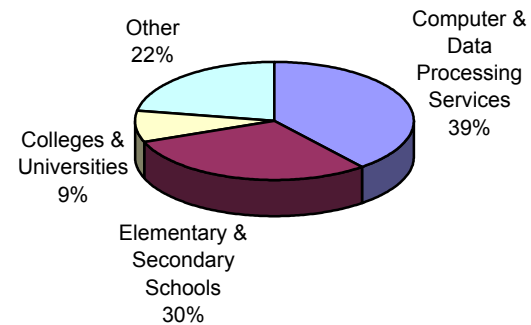
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	10
Total Openings:	70

Growth Trends: The new job growth rate for this occupation is 40.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Some anticipate growth remaining stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Computer Technician, Information Systems Technician, Systems Administrator, Computer Maintenance Technician, Information Systems Support

Related DOT Code: 032.132-010, 032.262-010, 039.264-010

Promotional Opportunities: May be promoted to systems analyst, software designer, information systems specialist, computer operator, network analyst, or software engineer

Turnover: Among employers surveyed, the rate is 16.7% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Many employers surveyed report their employees are unionized.

COOKS -- RESTAURANT**OES 650260**

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a requirement or preference for vocational or technical training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months experience of cooking experience.

Skills and Qualifications:

Oral communication skills

Basic math skills

Able to read and follow instructions

Able to write legibly and effectively

Able to work independently

Able to work under pressure

Willing to work with close supervision

Sauce making skills

Menu planning skills

Food buying skills

Meat carving skills

Pastry making skills

Food baking skills

Able to pass a pre-employment medical examination

Able to stand continuously for 2 or more hours

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 7.00	\$6.25
New Hires, W/ Experience	\$6.25 - 7.50	\$7.00
After Three Years W/ Firm	\$6.75 - 12.50	\$9.50

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Restaurant Cooks work full-time averaging 38 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	0%	19%	0%	13%	6%
Dental Insurance	0%	0%	19%	0%	13%	6%
Vision Insurance	0%	0%	13%	0%	13%	6%
Life Insurance	0%	0%	13%	0%	13%	6%
Sick Leave	13%	0%	0%	0%	0%	0%
Vacation	69%	6%	0%	0%	0%	0%
Retirement Plan	19%	6%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Cooks -- Restaurant**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

Turnover: Among employers surveyed, the rate is 70.4% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 490 - 540 (Very Large)

Gender: Employers responding indicate 82% of workers are male, 18% are female.

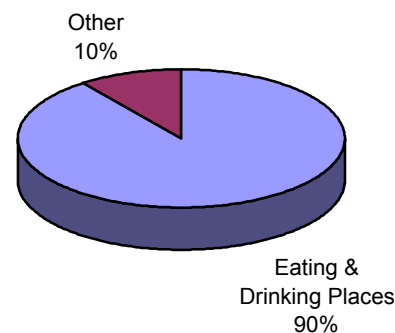
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	100
Total Openings:	150

Growth Trends: The new job growth rate for this occupation is 10.2%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Line Cooks

Related DOT Code: 313.281-010, 313.361-014, 313.361-018, 313.361-030, 313.381-022, 315.361-022, 315.381-018

Promotional Opportunities: May be promoted to crew chief, swing manager, kitchen manager, assistant manager or manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 16 employers, representing 224 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

COUNTER AND RENTAL CLERKS**OES 490170**

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, few indicate a preference for training prior to hire. Those preferring training report an average of 9 months.

Experience: Some employers report they prefer work experience in this occupation. Those preferring experience prefer tend to hire applicants with 3 - 6 months of prior experience as a counter or rental clerk, with an average of 5 months.

Skills and Qualifications:

Cash handling skills
 Ability to use a calculator
 Ability to operate a cash register
 Ability to stand continuously for 2 or more hours
 Willingness to work with close supervision
 Ability to work independently
 Customer service skills
 Basic math skills
 Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 7.00	\$6.75
New Hires, W/ Experience	\$6.75 - 7.00	\$6.75
After Three Years W/ Firm	\$6.75 - 9.50	\$7.58

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Counter and Rental Clerks work part-time at an average of 20 hours per week. Some work full-time averaging 38 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	0%	7%	7%	0%	7%
Dental Insurance	0%	0%	7%	0%	0%	7%
Vision Insurance	0%	0%	0%	0%	0%	7%
Life Insurance	0%	0%	0%	0%	0%	7%
Sick Leave	20%	0%	0%	0%	0%	0%
Vacation	40%	7%	0%	0%	0%	0%
Retirement Plan	7%	7%	7%	0%	0%	0%
Child Care	7%	7%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Counter and Rental Clerks**
 Experienced applicants: Insufficient Data
 Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

Turnover: Among employers surveyed, the rate is 38.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 350 - 400 (Large)

Gender: Employers responding indicate 41% of workers are male, 59% are female.

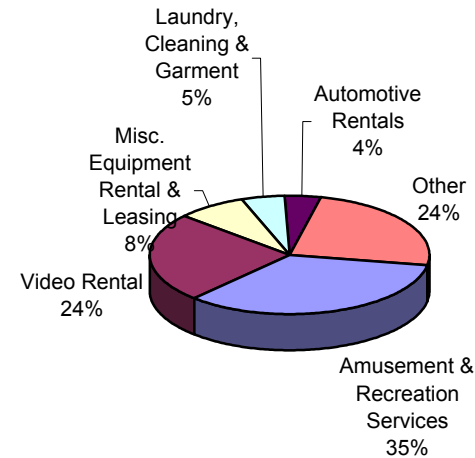
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	110
Total Openings:	160

Growth Trends: The new job growth rate for this occupation is 14.3%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Counter Person, Customer Service Representative, Counter Clerk, Clerk

Related DOT Code: 249.362-010, 249.366-010, 295.357-010, 295.467-022, 295.467-026, 369.677-010, 369.477-014

Promotional Opportunities: May be promoted to shift leader, crew leader, manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 15 employers, representing 71 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

CUSTOMER SERVICE REPRESENTATIVES**NON-OES 553350998**

Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional, or clerical level. Customer Service Representatives at clerical levels deal with complaints about products or billing or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer need to technical staff.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. This range of training is expressed between 6 - 48 months.

Experience: Most employers report they prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience engaged in customer service, sales, or clerical work.

Skills and Qualifications:

Oral communication skills

Basic math skills

Able to write legibly and effectively

Able to read and follow instructions

Able to pay attention to detail

Willing to work with close supervision

Able to perform routine, repetitive work

Able to work independently

Public contact skills

Able to conduct an audit

Able to use word processing and spreadsheet software

Payroll processing skills

Telephone answering skills

Accounting skills

Bookkeeping skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 13.00	\$9.00
New Hires, W/ Experience	\$6.25 - 13.00	\$9.71
After Three Years W/ Firm	\$7.00 - 17.74	\$12.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Customer Service Representatives work full-time averaging 40 hours per week. Some work part-time at an average of 24 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	27%	0%	73%	20%	0%	0%
Dental Insurance	20%	0%	67%	20%	7%	0%
Vision Insurance	20%	7%	47%	0%	7%	0%
Life Insurance	47%	7%	47%	13%	0%	0%
Sick Leave	93%	27%	0%	0%	0%	0%
Vacation	100%	27%	0%	0%	0%	0%
Retirement Plan	27%	7%	60%	13%	0%	0%
Child Care	0%	0%	0%	0%	13%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	*N/A	X
Not Difficult		

*None of the surveyed employers require previous work experience.

The Job Market for: **Customer Service Representatives**

Experienced applicants: *Not Applicable

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, EDD, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 23.2% for employees in this occupation over the past 12 months.

Size of Occupation and Projections:

EDD OCCUPATIONAL PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

2002 Employment Trends of Surveyed Employers:

New Permanent Positions Resulting From Growth:	2
Positions Filled Through Promotion:	8
Positions Filled Due to Separation:	21
Temporary Positions:	0
Total Employees Hired in This Occupation Over the Last Year:	31

Gender: Employers responding indicate 33% of workers are male, 67% are female.

Growth Trends:

EDD OCCUPATIONAL PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many expect growth.

WHERE THE JOBS ARE

The following industries are representative in our survey of this occupation:

Rice Milling
Newspapers: Publishers, or Publishing & Printing
Special Industry Machinery, Not Elsewhere Classified
Computer & Computer Peripheral Equipment & Software
Groceries & Related Products, Not Elsewhere Classified
Department Stores
Auto & Home Supply Stores
National Commercial Banks
Fire, Marine, & Casualty Insurance
Personnel Supply Services

Note: Industrial percentage data is unavailable for non-OES occupations.

OTHER INFORMATION:

Alternate Job Titles: Courtesy Desk Clerk, Circulation Clerks, Claims Representative, Member Services Associate

Related DOT Code: 205.362-026, 032.262-010, 299.367-010

Promotional Opportunities: May be promoted to estimator, cashier, assistant manager, sales manager or office manager

Union/Collective Bargaining: Yes. Few employers report their employees are unionized.

Employer Responses: 15 employers, representing 127 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

DENTAL ASSISTANTS**OES 660020**

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. All employers surveyed report they require or prefer vocational or technical training prior to hire. This range of training is expressed between 6 - 12 months. To be placed as a registered dental assistant, the state requires candidates to graduate from a board-approved dental assistant program or 18 months of on-the-job training as a dental assistant for a California-licensed dentist.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a dental assistant, front office assistant, or engaged in other health care occupations.

Skills and Qualifications:

Oral communication skills
 Able to read and follow instructions
 Able to write legibly and effectively
 Basic math skills
 Able to follow oral instructions
 Good grooming skills
 Willing to work independently
 Able to complete and explain insurance forms
 Able to do ultrasonic scaling
 Possession of a Radiation Safety Certificate
 Able to follow billing procedures
 Knowledge of dental materials
 Record keeping skills
 Able to perform or assist with dental procedures

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 10.50	\$9.00
New Hires, W/ Experience	\$7.00 - 13.00	\$10.00
After Three Years W/ Firm	\$9.00 - 15.00	\$12.95

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

*A few employers report a bonus paid in addition to wages.

Hours Worked: Almost all Dental Assistants work full-time averaging 33 hour per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	26%	26%	9%
Dental Insurance	48%	4%	13%
Vision Insurance	0%	0%	13%
Life Insurance	13%	4%	9%
Sick Leave	61%	0%	13%
Vacation	87%	0%	9%
Retirement Plan	26%	35%	9%
Child Care	4%	4%	9%

*Percentage is based on 23 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Dental Assistants**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and school or program referrals.

Turnover: Among employers surveyed, the rate is 17.5% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 200 - 230 (Large)

Gender: Employers responding indicate 0% of workers are male, 100% are female.

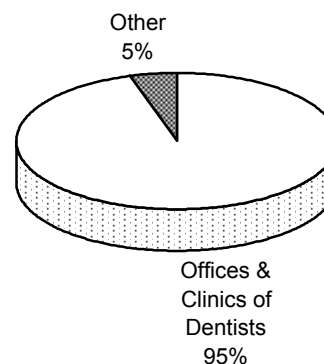
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	20
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 15.0%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Registered Dental Assistants

Related DOT Code: 079.361-018

Promotional Opportunities: May be promoted to front desk receptionist or office manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 23 employers, representing 59 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

DENTAL HYGIENISTS**OES 329080**

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least an associate's degree. Additionally, it is required by the State of California that candidates for hire graduate from a board-approved dental hygiene program. Among those surveyed, all employers report a range of training between 24 - 48 months, with an average of 26 months.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 36 months of experience as a dental hygienist, with an average of 15 months.

Skills and Qualifications:

Knowledge of anesthesiology
Record keeping skills
Ability to write effectively and legibly
Ability to follow laboratory procedures
Ability to perform or assist with dental procedures
Possession of a Radiation Safety Certificate
Supervisory skills
Understanding of good diet and nutrition
Willingness to work with close supervision
Public contact skills
Basic math skills
Ability to read and follow instructions
Oral communication skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$27.00 - 50.00	\$37.50
New Hires, W/ Experience	\$25.00 - 43.75	\$37.50
After Three Years W/ Firm	\$27.50 - 50.00	\$38.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Almost all Dental Hygienists work part-time averaging 17 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	9%	5%	14%	0%	14%
Dental Insurance	9%	32%	5%	5%	0%	5%
Vision Insurance	0%	5%	0%	0%	0%	5%
Life Insurance	0%	5%	0%	0%	0%	5%
Sick Leave	14%	18%	0%	0%	0%	5%
Vacation	18%	32%	0%	5%	0%	0%
Retirement Plan	5%	14%	5%	18%	5%	9%
Child Care	0%	9%	0%	0%	5%	5%

*Percentage is based on 22 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Dental Hygienists**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

Turnover: Among employers surveyed, the rate is 14.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 180 - 200 (Medium)

Gender: Employers responding indicate 4% of workers are male, 96% are female.

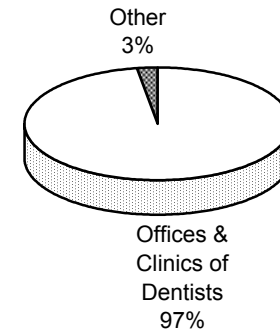
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	30
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 11.1%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Registered Dental Hygienists

Related DOT Code: 078.361-010

Promotional Opportunities: Employers report no promotional opportunities for this occupation.

Employer Responses: 22 employers, representing 52 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

DISPATCHERS -- EXCEPT POLICE, FIRE, AND AMBULANCE**OES 580050**

Dispatchers (except Police, Fire, and Ambulance) schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transit assignments and compile statistics and reports on the progress of work. Does not include Police, Fire and Ambulance Dispatchers.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few employers indicate they require technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. Those desiring prior experience tend to hire applicants with 24 - 36 months of previous dispatching or related experience.

Skills and Qualifications:

Able to listen to what others are saying and ask questions as appropriate
 Able to talk to others to effectively convey information
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Able to adjust actions in relation to others' actions
 Able to understand written sentences and paragraphs in work documents
 Able to identify the nature of problems
 Able to determine the kind of tools and equipment needed to do a job
 Able to manage one's own time and the time of others
 Able to obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
 Knowing how to find information and identifying essential information
 Able to weigh the relative costs and benefits of a potential action
 Knowledge of local streets
 Able to handle crisis situations
 Customer service skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 15.06	\$7.50
New Hires, W/ Experience	\$6.00 - 16.88	\$9.00
After Three Years W/ Firm	\$7.00 - 19.57	\$11.22

Hours Worked: Among employers surveyed, all Dispatchers work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	27%	0%
Dental Insurance	33%	20%	13%
Vision Insurance	33%	20%	0%
Life Insurance	47%	0%	0%
Sick Leave	40%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	7%	47%	7%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

The Job Market for: **Dispatchers--Except Police, Fire, Ambulance**
Experienced applicants: Very Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Employer Responses: 15 employers, representing 37 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 80 - 100 (Small)

Gender: Employers responding indicate 65% of workers are male, 35% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	10
Total Openings:	30

Growth Trends: The new job growth rate for this occupation is 25.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE

Trucking & Courier Services	37.8%
Local & Suburban Transportation	10.2%
Miscellaneous Repair Shops	10.2%
Concrete, Gypsum, and Plaster Products	8.2%
Combination Utility Services	5.1%
New & Used Car Dealers	5.1%
Other	23.4%

OTHER INFORMATION:

Alternate Job Titles: Warehouse Dispatcher, Administrative Assistant--Maintenance

Related DOT Code: 239.167-014, 239.367-014, 932.167-010, 249.367-070, 913.367-010, 919.162-010, 952.167-010

Promotional Opportunities: May be promoted to salesperson, supervisor, or manager

Turnover: Among employers surveyed, the rate is 13.5% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

DRIVER / SALES WORKERS**OES 971170**

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer one month of technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months of experience as a driver/sales worker.

Skills and Qualifications:

Possession of a valid Class B driver's license
 Possession of a valid Class A driver's license
 Knowledge of local streets
 Map reading skills
 Understanding of inventory techniques
 Cash handling skills
 Record keeping skills
 Business math skills
 Able to read invoices
 Able to pass a pre-employment medical examination
 Able to lift at least 50 pounds repeatedly
 Able to read and follow instructions
 Able to write legibly
 Oral communication skills
 Good grooming skills
 Able to work independently
 Customer service skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.25 - 12.50	\$9.50
New Hires, W/ Experience	\$7.00 - 12.50	\$10.00
After Three Years W/ Firm	\$8.50 - 17.26	\$12.50

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

*A few employers report that employees earn commission in addition to these wages.

Hours Worked: Almost all Driver/Sales Workers work full-time at an average of 45 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	40%	0%
Dental Insurance	47%	33%	0%
Vision Insurance	27%	27%	7%
Life Insurance	40%	20%	7%
Sick Leave	67%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	53%	13%	7%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Driver/Sales Workers**
 Experienced applicants: Moderately Competitive
 Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

Turnover: Among employers surveyed, the rate is 41.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 140 (Medium)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

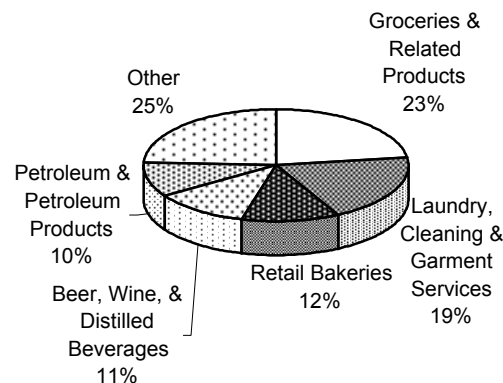
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	20
Total Openings:	20

Growth Trends: The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth will remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Delivery Driver, Route Sales Representative

Related DOT Code: 292.353-010, 292.363-010, 292.463-010, 292.483-010, 292.667-010

Promotional Opportunities: May be promoted to sales representative, receiving clerk, purchaser, route supervisor, warehouse supervisor, sales manager

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 75 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

FINANCIAL MANAGERS**OES 130020**

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least an associate's degree. Most indicate they require a bachelor's degree. Some report they require technical or vocational training prior to hire. Employers indicate this is generally sought as training in banking operations, financial education, or accounting. The range of training expressed is between 24 - 48 months.

Experience: Of those surveyed, all employers report they require work experience in this occupation. They tend to hire applicants with 24 - 60 months of experience as a financial manager or accountant.

Skills and Qualifications:

Able to use logic and analysis to identify the strengths and weaknesses of different approaches
 Able to weigh the relative costs and benefits of a potential action
 Able to understand written sentences and paragraphs in work documents
 Able to adjust actions in relation to others' actions
 Able to know how to find information and identify essential information
 Able to determine how money will be spent to get the work done, and account for these expenditures
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Able to talk to others to effectively convey information
 Able to identify the nature of problems
 Able to look at many indicators of system performance, taking into account their accuracy
 Able to use mathematics to solve problems
 Word processing, spreadsheet, and database skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	**N/A	**N/A
New Hires, W/ Experience	\$9.00 - 31.16	\$16.78
After Three Years W/ Firm	\$11.00 - 34.23	\$23.44

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

**All surveyed employers require previous work experience.

Hours Worked: Of those surveyed, all Financial Managers work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	67%	33%	0%
Dental Insurance	53%	13%	7%
Vision Insurance	60%	20%	0%
Life Insurance	80%	7%	0%
Sick Leave	87%	7%	0%
Vacation	100%	0%	0%
Retirement Plan	33%	53%	7%
Child Care	0%	0%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	*N/A
Not Difficult		

*All surveyed employers require previous work experience.

The Job Market for: **Financial Managers**
Experienced applicants: Moderately Competitive
Inexperienced applicants: *Not Applicable

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, private employment agencies, and trade journals.

Turnover: Among employers surveyed, the rate is 10.5% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 360 - 420 (Large)

Gender: Employers responding indicate 53% of workers are male, 47% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	60
<u>Separations to 2006:</u>	40
Total Openings:	100

Growth Trends: The new job growth rate for this occupation is 16.7%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE

Depository Institutions	10.3%
Accounting, Auditing, & Bookkeeping	10.3%
Nonresidential Building Construction	9.1%
Trusts	7.9%
Civic & Social Associations	6.5%
Health Services	4.1%
Social Services	3.3%
Local Government, Except Hospitals & Education	3.4%
Industrial & Commercial Machinery & Computer Equi	2.7%
Preserved Fruits & Vegetables	2.4%
Fabricated Metal Products	2.4%
Personal Credit Institutions	2.2%
Other	35.4%

OTHER INFORMATION:

Alternate Job Titles: Controller, Business Manager, Branch Manager, Director of Finance, Fiscal Officer

Related DOT Code: 160.167-058, 161.117-018, 169.167-086, 186.117-070, 186.117-078, 186.167-086

Promotional Opportunities: May be promoted to controller, president, or other high profile branch managing position

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 19 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS -- CLERICAL AND ADMINISTRATIVE SUPPORT OCCUPATIONS OES 510020

First Line Clerical and Administrative Support Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require at least an associate's degree. Some indicate they require a bachelor's degree. Many report they require technical or vocational training prior to hire. Employers express seeking the following sources of training: lending classes, loan processing, financial education, marketing, and accounting. This range of training is expressed between 1 - 48 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 60 months of prior supervising/managing experience.

Skills and Qualifications:

Oral communication skills
 Able to write legibly and effectively
 Able to read and follow instructions
 Basic math skills
 Willing to work with close supervision
 Customer service skills
 Able to pay attention to detail
 Able to work independently
 Problem solving skills
 Record keeping skills
 Supervisory skills
 Able to plan and organize the work of others
 Able to manage an activity or department
 Office management skills
 Able to hire and assign personnel
 Spreadsheet, word processing, and database skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.33 - 21.58	\$13.96
New Hires, W/ Experience	\$6.44 - 24.31	\$14.38
After Three Years W/ Firm	\$9.21 - 32.77	\$17.26

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

*Few firms report paying bonus or commission in addition to wages.

Hours Worked: Of those surveyed, all First Line Clerical and Administrative Support Manager/Supervisors work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	<u>Employer Paid</u>	<u>Shared Cost</u>	<u>Employee Pays All</u>
Medical Insurance	33%	53%	7%
Dental Insurance	13%	40%	13%
Vision Insurance	20%	33%	7%
Life Insurance	53%	20%	0%
Sick Leave	93%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	33%	60%	0%
Child Care	0%	0%	13%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **First Line Sups/Mgrs--Clerical/Admin Support**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 31.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 920 - 1,040 (Very Large)

Gender: Employers responding indicate 38% of workers are male, 62% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 120

Separations to 2006: 150

Total Openings: 270

Growth Trends: The new job growth rate for this occupation is 13.0%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Almost all employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE

Real Estate	21.4%
Health Services	10.6%
Business Services	8.7%
Depository Institutions	7.4%
State & Local Government	4.9%
Preserved Fruits & Vegetables	4.2%
Educational Services	4.1%
Civic & Social Associations	4.0%
Motor Freight Transportation & Warehousing	2.6%
Department Stores	1.9%
Eating & Drinking Places	1.6%
Heavy Construction, Except Highway	1.4%
Other	27.2%

OTHER INFORMATION:

Alternate Job Titles: Office Manager, Administrative Assistant, Assistant Manager, Operations Manager

Related DOT Code: 168.167-058, 209.132-010, 211.137-010, 215.137-014, 216.132-010, 222.137-030, 248.137-018

Promotional Opportunities: May be promoted to regional and branch manager, divisional assistant, or director

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 15 employers, representing 21 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS -- SALES AND RELATED OCCUPATIONS OES 410020

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Employers report a range of training between 3 - 12 months, with an average of 9 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 60 months of prior supervising/managing or proven retail experience. Employers indicate 23 months as the average amount of experience.

Skills and Qualifications:

Ability to apply sales techniques
 Problem solving skills
 Ability to write effectively and legibly
 Verbal presentation skills
 Ability to hire and assign personnel
 Record keeping skills
 Report writing skills
 Ability to plan and organize the work of others
 Ability to manage an activity or department
 Business math skills
 Bookkeeping skills
 Public contact skills / Customer service skills
 Ability to work independently
 Ability to work under pressure
 Ability to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.25 - 17.26	\$9.80
New Hires, W/ Experience	\$7.00 - 17.74	\$14.00
After Three Years W/ Firm	\$9.59 - 23.01	\$15.77

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Among those surveyed, all First Line Supervisors and Managers/Supervisors for Sales and Related occupations work full-time averaging 43 hours per week.

Benefits (% of Employers* Offering Benefits):

	<u>Employer Paid</u>	<u>Shared Cost</u>	<u>Employee Pays All</u>
Medical Insurance	20%	73%	7%
Dental Insurance	13%	53%	13%
Vision Insurance	13%	40%	20%
Life Insurance	47%	27%	7%
Sick Leave	80%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	27%	47%	7%
Child Care	7%	7%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **First Line Sups/Mgrs--Sales and Related**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: in-house promotion or transfer, employee referrals, newspaper ads, walk-in applicants, and the Internet.

Turnover: Among employers surveyed, the rate is 15.2% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 980 - 1100 (Very Large)

Gender: Employers responding indicate 69% of workers are male, 31% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	120
<u>Separations to 2006:</u>	90
Total Openings:	210

Growth Trends: The new job growth rate for this occupation is 12.2%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE

Food Stores	13.7%
Miscellaneous Retail	11.6%
Automotive Dealers & Gasoline Service Stations	9.8%
Department Stores	7.3%
Video Tape Rental	5.2%
Life Insurance	4.7%
Lumber & Other Building Materials	4.4%
Apparel and Accessory Stores	3.9%
Real Estate Agents & Managers	3.6%
Radio, Television, & Computer Stores	3.5%
Miscellaneous Amusement, Recreation Services	3.2%
Other	29.1%

OTHER INFORMATION:

Alternate Job Titles: Assistant Manager, Office Manager, Sales Manager, Department Manager

Related DOT Code: 185.167-018, 185.167-022, 185.167-046, 187.167-138, 299.137-010, 185.167-070

Promotional Opportunities: May be promoted to general manager, store manager, regional or district manager

Employer Responses: 15 employers, representing 52 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

FOOD PREPARATION WORKERS**OES 650380**

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require a high school diploma or equivalent. Of employers surveyed, none indicated a requirement or preference for vocational or technical training.

Experience: Many employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 24 months of food preparation or other food service experience. Employers report 9 months as the average amount of experience.

Skills and Qualifications:

Sandwich making skills
 Ability to operate a cash register
 Salad making skills
 Certified as a food handler
 Knowledge of sanitary work environment
 Ability to handle multiple food orders in a timely fashion
 Ability to lift at least 30 pounds repeatedly
 Ability to work rapidly
 Ability to stand continuously for 2 or more hours
 Ability to pass a pre-employment medical examination
 Willingness to work with close supervision
 Ability to work under pressure
 Ability to work independently
 High standards of personal cleanliness
 Public contact skills/Oral communication skills
 Basic math skills

***WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 7.50	\$7.85 - 10.20	\$6.75	\$8.49
New Hires, W/ Experience	\$6.75 - 7.50	\$8.33 - 10.25	\$7.13	\$9.00
After Three Years W/ Firm	\$7.50 - 10.53	\$8.49 - 13.25	\$8.63	\$11.72

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Food Preparation Workers work part-time at an average of 24 hours per week. Some work full-time averaging 38 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	40%	20%	20%	20%	7%	0%
Dental Insurance	33%	20%	13%	20%	7%	0%
Vision Insurance	33%	20%	13%	20%	7%	0%
Life Insurance	7%	7%	7%	7%	13%	7%
Sick Leave	53%	40%	0%	0%	0%	0%
Vacation	60%	47%	0%	0%	0%	0%
Retirement Plan	33%	20%	20%	20%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Food Preparation Workers**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 52.7% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 590 - 610 (Very Large)

Gender: Employers responding indicate 43% of workers are male, 57% are female.

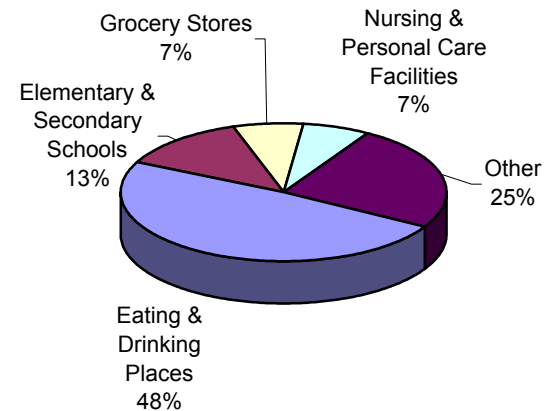
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	230
Total Openings:	250

Growth Trends: The new job growth rate for this occupation is 3.4%, which is growing slower than the average new job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Deli Clerks, Food Assistants

Related DOT Code: 313.361-014, 319.677-014

Promotional Opportunities: May be promoted to cook, head cook, or management position

Union/Collective Bargaining: Yes. Many employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 197 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

GENERAL OFFICE CLERKS**OES 553470**

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Employers report a range of training between 6 - 12 months, with an average of 9 months.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with with 6 - 24 months of experience as a general office clerk, receptionist, customer service representatives, or other office-related experience. Employers report 13 months as the average amount of experience.

Skills and Qualifications:

Ability to write effectively and legibly
Record keeping skills
Ability to type at least 45 words per minute
Telephone answering skills
Alphabetic and numeric filing skills
English grammar, spelling, and punctuation skills
Ability to perform routine, repetitive work
Willingness to work with close supervision
Public contact skills / Oral communication skills
Ability to work independently
Basic math skills
Ability to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 9.64	\$7.38
New Hires, W/ Experience	\$6.75 - 10.62	\$7.50
After Three Years W/ Firm	\$7.65 - 12.63	\$9.50

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most General Office Clerks work full-time averaging 39 hours per week. Some work part-time averaging 23 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	53%	0%	27%	7%	0%	0%
Dental Insurance	40%	0%	13%	0%	13%	0%
Vision Insurance	27%	0%	7%	0%	7%	0%
Life Insurance	53%	0%	0%	0%	0%	0%
Sick Leave	53%	7%	0%	0%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement Plan	40%	0%	27%	0%	7%	0%
Child Care	0%	0%	0%	0%	7%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **General Office Clerks**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, employee referrals, walk-in applicants, and the Internet.

Turnover: Among employers surveyed, the rate is 43.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 2140 - 2320 (Very Large)

Gender: Employers responding indicate 2% of workers are male, 98% are female.

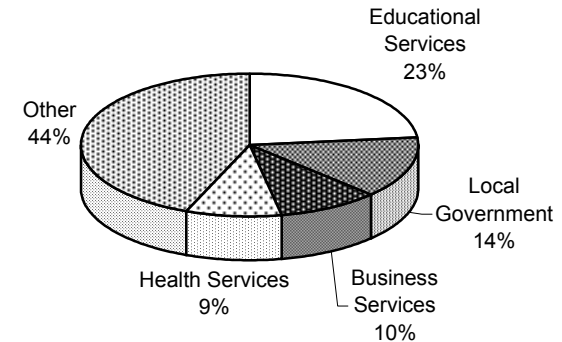
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	180
<u>Separations to 2006:</u>	440
Total Openings:	620

Growth Trends: The new job growth rate for this occupation is 8.4%, which is growing at an average rate. The average job growth rate is 8.7% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Administrative Assistant, Receptionist, Clerk, Administrative Support Assistant, Office Assistant

Related DOT Code: 209.562-010, 219.362-010, 245.362-014

Promotional Opportunities: May be promoted to sales, office manager, or various office positions

Employer Responses: 15 employers, representing 51 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

GUARDS AND WATCH GUARDS**OES 630470**

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Many indicate they require or prefer technical or vocational training prior to hire. The following have been indicated: certification by a valid Peace Officer Standards and Training (POST) basic academy, and military training. Employers report a range of training between 1 - 12 months, with an average of 7 months.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 24 months of military, police, or other security background. Employers report 11 months as the average amount of experience.

Skills and Qualifications:

Ability to operate video surveillance equipment
 Ability to write effectively and legibly
 Licensed to carry firearms
 Possession of a valid driver's license
 Ability to follow security protection procedures
 Ability to use a baton
 Ability to administer emergency first aid
 Security Guard Registration (Guard Card)
 Public contact skills / Oral communication skills
 Possession of a clean police record
 Willingness to work with close supervision
 Ability to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 8.63	\$7.20
New Hires, W/ Experience	\$6.75 - 11.00	\$8.00
After Three Years W/ Firm	\$6.75 - 14.85	\$10.50

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Many Guards and Watch Guards work part-time at an average of 18 hour per week. Many work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	6%	31%	13%	0%	0%
Dental Insurance	6%	6%	31%	13%	6%	0%
Vision Insurance	6%	6%	25%	6%	13%	0%
Life Insurance	31%	19%	6%	0%	6%	0%
Sick Leave	44%	25%	0%	0%	0%	0%
Vacation	50%	31%	0%	0%	0%	0%
Retirement Plan	31%	13%	6%	6%	6%	0%
Child Care	0%	0%	6%	6%	13%	6%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Guards and Watch Guards**
 Experienced applicants: Insufficient Data
 Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and in-house promotion or transfers.

Turnover: Among employers surveyed, the rate is 61.0% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 380 - 410 (Large)

Gender: Employers responding indicate 88% of workers are male, 12% are female.

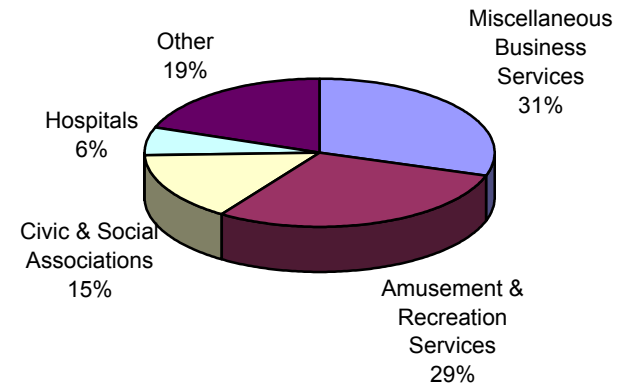
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	70
Total Openings:	100

Growth Trends: The new job growth rate for this occupation is 7.9%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Security Guards, Loss Prevention Officer, Asset Protection, Door Host

Related DOT Code: 372.563-010, 372.667-030, 372.567-010

Promotional Opportunities: May be promoted from sergeant to lieutenant; promoted to asset protection leader, or barback

Union/Collective Bargaining: Yes. Few employers responding indicate their employees are unionized.

Employer Responses: 16 employers, representing 189 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

HAND PACKERS AND PACKAGERS**OES 989020**

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a need for training prior to hire.

Experience: Some employers report they prefer work experience in in this occupation. Employers with this preference tend to hire applicants with 6 months prior experience as a hand packer or packager.

Skills and Qualifications:

Basic math skills
 Oral communication skills
 Able to write legibly
 Able to read and follow instructions
 Willing to work with close supervision
 Able to work independently
 Able to lift at least 50 pounds repeatedly
 Good eye-hand coordination
 Able to stand continuously for 2 or more hours
 Able to sit continuously for 2 or more hours

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.12	\$7.13
New Hires, W/ Experience	\$6.25 - 9.50	\$7.25
After Three Years W/ Firm	\$6.75 - 12.00	\$9.25

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Hand Packers and Packagers work seasonally averaging 39 hours per week. Many work full-time at an average of 40 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	25%	38%	0%
Dental Insurance	19%	31%	0%
Vision Insurance	6%	19%	6%
Life Insurance	38%	6%	0%
Sick Leave	50%	0%	0%
Vacation	63%	0%	0%
Retirement Plan	6%	50%	0%
Child Care	0%	6%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	*N/A	
Not Difficult		X

*None of the surveyed employers required previous work experience.

The Job Market for: **Hand Packers and Packagers**

Experienced applicants: *Not Applicable

Inexperienced applicants: Very Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, newspaper ads, and private employment agencies.

Turnover: Among employers surveyed, the rate is 7.0% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 440 - 490 (Large/Very Large)

Gender: Employers responding indicate 43% of workers are male, 57% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

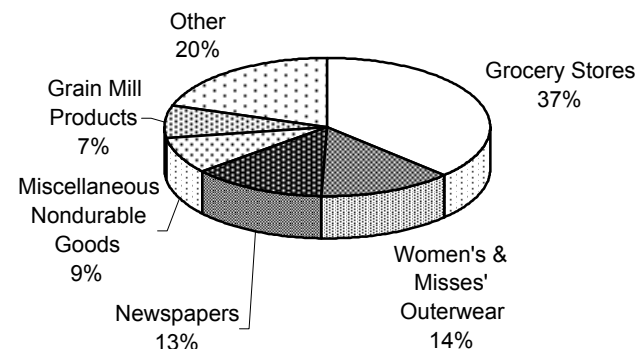
New jobs through 2006: 50

Separations to 2006: 80

Total Openings: 130

Growth Trends: The new job growth rate for this occupation is 11.4%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Assembling Packagers, Warehouse Workers, Bundlers, Customer Service Clerk, Grader

Related DOT Code: 529.687-022, 753.687-038, 784.687-042, 920.587-018, 920.687-122, 920.687-146, 929.684-010

Promotional Opportunities: May be promoted to machine operator, driver, pack supervisor, salesperson, or manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 16 employers, representing 203 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS**OES 859020**

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training prior to hire. Employers indicate this training is generally sought through heating, air conditioning, and refrigeration trade schools.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 60 months or prior heating, air conditioning, and refrigeration experience.

Skills and Qualifications:

Install equipment, machines, wiring, or programs to meet specifications
Able to determine what is causing an operating error and deciding what to do about it

Able to repair machines or systems using the needed tools

Able to conduct tests to determine whether equipment, software, or procedures are operating as expected

Able to determine the kind of tools and equipment needed to do a job

Able to perform routine maintenance and determine when and what kind of maintenance is needed

Able to identify the nature of problems

Able to inspect and evaluate the quality of products

Able to use logic and analysis to identify the strengths and weaknesses of different approaches

Ability to read blueprints

Able to lift at least 100 pounds repeatedly

Possession of a good Department of Motor Vehicles driving record

Public contact skills

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.00	\$8.00
New Hires, W/ Experience	\$5.75 - 15.00	\$10.00
After Three Years W/ Firm	\$12.00 - 22.50	\$17.00

Hours Worked: Almost all Dispatchers work full-time averaging 43 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	53%	0%
Dental Insurance	20%	0%	13%
Vision Insurance	13%	0%	20%
Life Insurance	13%	0%	7%
Sick Leave	20%	0%	7%
Vacation	87%	0%	7%
Retirement Plan	13%	20%	0%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Heating, Air Conditioning & Refrigeration**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Employer Responses: 15 employers, representing 90 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 100 - 130 (Medium)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

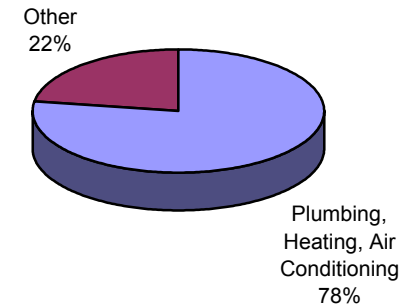
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	30
<u>Separations to 2004:</u>	20
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 30.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: HVAC Installers & Technicians, Service Technicians, Installers

Related DOT Code: 637.261-014, 637.261-026, 637.381-010, 637.381-014, 827.361-014, 862.361-010, 869.281-010

Promotional Opportunities: May be promoted to lead installer, service technician, estimator, supervisor, shop manager

Turnover: Among employers surveyed, the rate is 18.9% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

HOME HEALTH AIDES**OES 660110**

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Some indicate they require 2 - 3 months of technical or vocational training prior to hire. To become licensed as a Certified Home Health Aide, 65 hours of supervised clinical training and 55 hours of classroom training or 40 hours of supervised clinical training if applicant is a certified nurse assistant. Applicant for licensing must undergo a criminal background check.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience as a home health aide.

Skills and Qualifications:

Able to apply transferring techniques moving patients
 Able to write effectively and legibly
 Possession of a valid driver's license
 Certificated to perform cardio pulmonary resuscitation (CPR)
 Possession of an Home Health Aide Certificate
 Possession of a Certified Nurse Assistant qualification
 Able to prepare meals
 Able to pass a pre-employment medical examination
 Basic math skills
 Oral communication skills
 Able to read and follow instructions
 Willing to work with close supervision
 Able to work independently
 Possession of a reliable vehicle

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.57	\$6.63
New Hires, W/ Experience	\$6.25 - 9.00	\$7.11
After Three Years W/ Firm	\$6.25 - 12.08	\$8.70

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Home Health Aides work part-time at an average of 26 hours per week. Some work full-time averaging 39 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	25%	6%	25%	13%	0%	0%
Dental Insurance	25%	0%	13%	13%	6%	0%
Vision Insurance	19%	0%	6%	13%	0%	0%
Life Insurance	31%	6%	0%	6%	0%	0%
Sick Leave	69%	19%	0%	0%	0%	0%
Vacation	63%	13%	0%	0%	0%	0%
Retirement Plan	25%	6%	6%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Home Health Aides**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, and colleges and universities.

Turnover: Among employers surveyed, the rate is 86.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 370 -- 420 (Large)

Gender: Employers responding indicate 20% of workers are male, 80% are female.

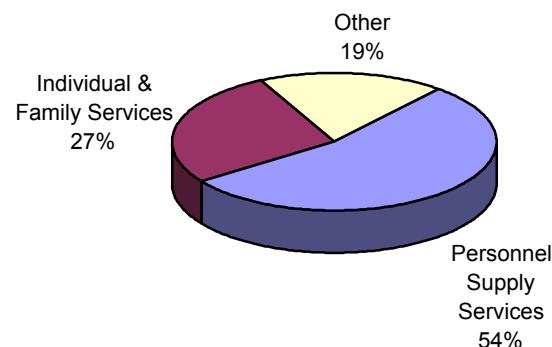
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	40
Total Openings:	90

Growth Trends: The new job growth rate for this occupation is 13.5%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Home Care Providers, Care Givers

Related DOT Code: 354.377-014

Promotional Opportunities: May be promoted to medical records technician, administrative clerk, assistant manager, house manager, or care coordinator

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 16 employers, representing 369 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

HOSTS, HOSTESSES -- RESTAURANT, LOUNGE, OR COFFEE SHOP**OES 650020**

Hosts and Hostesses -- Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma or equivalent. Among those surveyed, none indicate they require or prefer technical or vocational training prior to hire.

Experience: Some employers report they require or prefer work experience in this occupation. Those seeking experience tend to hire applicants with 6 months of cash registering, general restaurant, or prior host or hostess experience.

Skills and Qualifications:

Able to actively look for ways to help people
 Able to adjust actions in relation to others' actions
 Able to use mathematics to solve problems
 Able to manage one's own time and the time of others
 Able to talk to others to effectively convey information
 Able to be aware of others' reactions and understand why they react the way they do
 Able to identify the nature of problems
 Able to motivate, develop, and direct people as they work, identifying the best people for the job
 Able to listen to what others are saying and ask questions as appropriate
 Able to stand continuously for 2 or more hours
 Willing to work with close supervision
 Able to work under pressure

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.00	\$5.75
New Hires, W/ Experience	\$5.75 - 6.50	\$5.75
After Three Years W/ Firm	\$5.75 - 7.25	\$5.75

*A few employers surveyed report that Hosts/Hostesses earn tips in addition to wages.

Hours Worked: Most Hosts and Hostesses work part-time averaging 21 hours per week. A few work seasonally at an average of 20 hours weekly. A few work full-time averaging 37 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	0%	7%	13%	0%	0%
Dental Insurance	0%	0%	7%	13%	0%	0%
Vision Insurance	0%	0%	7%	7%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	0%
Sick Leave	0%	0%	7%	7%	0%	0%
Vacation	7%	13%	7%	7%	0%	0%
Retirement Plan	0%	0%	7%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Hosts & Hostesses**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Very Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, and newspaper ads.

Employer Responses: 15 employers, representing 105 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 220 - 240 (Large)

Gender: Employers responding indicate 27% of workers are male, 73% are female.

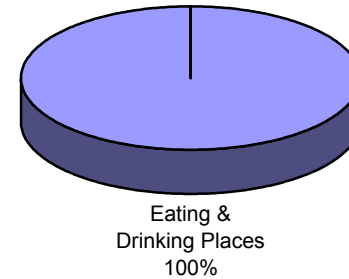
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	50
Total Openings:	70

Growth Trends: The new job growth rate for this occupation is 9.1%, which is growing slower than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Server, Dining Room Attendants

Related DOT Code: 310.137-010

Promotional Opportunities: May be promoted to server, waiter/waitress, bartender, cook, banquet manager, food & beverage director, or shift manager

Turnover: Among employers surveyed, the rate is 64.8% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

INSTRUCTORS AND COACHES -- SPORTS AND PHYSICAL TRAINING**OES 313210**

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. A few require an associate's degree. Most indicate they require or prefer technical or vocational training prior to hire. Specific training requirements vary widely, depending on the type of specialization sought by the employer.

Experience: Among those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months of previous experience as a sports or physical training instructor or coach.

Skills and Qualifications:

Able to talk to others to effectively convey information
 Able to teach others how to do something
 Able to adjust actions in relation to others' actions
 Able to use multiple approaches when learning or doing something
 Being aware of others' reactions and understanding why they react the way they do
 Able to listen to what others are saying and ask questions as appropriate
 Able to motivate, develop, and direct people as they work, identifying the best people for the job
 Able to develop approaches for implementing an idea
 Able to work with new material or information to grasp its implications
 Able to identify the things that must be changed to achieve a goal
 Able to perform cardio pulmonary resuscitation
 Able to pass a pre-employment medical examination
 Possession of a clean police record

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 14.00	\$9.50
New Hires, W/ Experience	\$5.75 - 15.00	\$10.25
After Three Years W/ Firm	\$7.10 - 25.00	\$13.90

Hours Worked: Most Sports and Physical Training Instructors and Coaches work part-time averaging 13 hours per week. Some work seasonally at an average of 14 hours weekly. A few work full-time at an average of 42 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	22%	0%	11%	0%	0%	0%
Dental Insurance	17%	0%	6%	0%	6%	0%
Vision Insurance	6%	0%	6%	0%	0%	0%
Life Insurance	6%	0%	11%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	39%	0%	0%	0%	0%	0%
Retirement Plan	11%	0%	6%	0%	6%	0%
Child Care	6%	0%	0%	6%	6%	6%

*Percentage is based on 18 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Instructors & Coaches**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

Employer Responses: 18 employers, representing 181 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 230- 310 (Large)

Gender: Employers responding indicate 51% of workers are male, 49% are female.

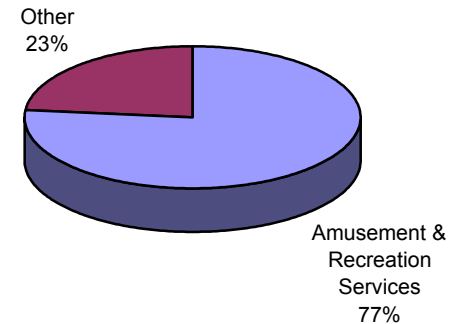
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	80
<u>Separations to 2004:</u>	20
Total Openings:	100

Growth Trends: The new job growth rate for this occupation is 34.8%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to grow over the next two years anticipate growth remaining stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Coach, Teaching Professional, Fitness Trainer, Personal Trainer, Golf Pro, Aerobic/Cardio-Vascular Instructor, Exercise Physiologist

Related DOT Code: 099.224-010, 153.227-014, 153.227-018

Promotional Opportunities: May be promoted from assistant coach to head coach; from golf pro to head pro to manager; from apprentice to teaching pro; may be promoted to fitness director, tennis director, recreation leader, advanced coach, supervisor, assistant manager, or varsity coach

Turnover: Among employers surveyed, the rate is 9.9% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

JANITORS AND CLEANERS -- EXCEPT MAIDS AND HOUSEKEEPING CLEANERS**OES 670050**

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, few prefer technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 24 months of maintenance, janitorial, or other cleaning-related experience. Employers report 10 months as the average amount of experience.

Skills and Qualifications:

Ability to operate floor polishing equipment
 Understanding of cleaning compounds and solutions
 Brush painting skills
 Lawn and garden care skills
 Window washing skills
 Pest extermination skills
 Painting skills
 Ceramic or floor tile repair skills
 Carpentry skills
 People skills
 Ability to shampoo carpets
 Lift at least 100 pounds repeatedly
 Possession of a reliable vehicle
 Ability to read and follow instructions
 Ability to work independently

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 8.00	\$9.85 - 10.35	\$7.00	\$10.08
New Hires, W/ Experience	\$6.75 - 8.39	\$10.58 - 11.17	\$7.00	\$10.77
After Three Years W/ Firm	\$7.10 - 12.00	\$11.08 - 14.22	\$8.50	\$11.26

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Many Janitors and Cleaners work part-time averaging 21 hours per week. Many work full-time averaging 39 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	40%	13%	7%	33%	0%	7%
Dental Insurance	40%	13%	0%	27%	7%	0%
Vision Insurance	40%	13%	0%	27%	0%	0%
Life Insurance	27%	0%	7%	20%	0%	7%
Sick Leave	47%	27%	0%	7%	0%	0%
Vacation	53%	33%	0%	7%	0%	0%
Retirement Plan	27%	20%	20%	20%	0%	0%
Child Care	0%	7%	0%	7%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Janitors and Cleaners**
Experienced applicants: Insufficient Data
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Turnover: Among employers surveyed, the rate is 127.5% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 1220 - 1270 (Very Large)

Gender: Employers responding indicate 64% of workers are male, 36% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	190
Total Openings:	240

Growth Trends: The new job growth rate for this occupation is 4.1%, which is growing slower than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

WHERE THE JOBS ARE

Educational Services	24.3%
Services To Buildings	23.1%
Health Services	6.1%
Membership Organizations	5.7%
Eating & Drinking Places	5.5%
Job Training & Related Services	3.1%
Real Estate Operators & Lessors	3.0%
Automotive Repair Services	2.2%
Laundry, Cleaning, & Garment Services	1.9%
Other	25.1%

OTHER INFORMATION:

Alternate Job Titles: Custodians, Maintenance Persons

Related DOT Code: 381.687-014, 382.664-010, 389.683-010, 381.687-026, 381.687-034, 389.687-014

Promotional Opportunities: May be promoted to head custodian, production leader, or other supervisory position

Employer Responses: 15 employers, representing 165 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

LABORERS, LANDSCAPING AND GROUNDSKEEPING**OES 790410**

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma. Many indicate they prefer vocational or technical training prior to hire. Employers often report this training as completion of horticulture classes. This range of training is expressed between 6 - 24 months.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of landscaping or groundskeeping experience.

Skills and Qualifications:

Oral communication skills
 Able to read and follow instructions
 Able to write legibly
 Basic math skills
 Possession of a reliable vehicle
 Willing to work with close supervision
 Public contact skills
 Able to work independently
 Sprinkler repair skills
 Possession of a valid driver's license
 Knowledge of pesticides, herbicides, and gardening tools
 Sprinkler installation skills
 Plumbing repair skills
 Pruning skills
 Lawn and garden care skills
 Knowledge of horticulture
 Able to lift at least 75 pounds repeatedly

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 8.00	\$7.00
New Hires, W/ Experience	\$7.00 - 9.00	\$7.50
After Three Years W/ Firm	\$9.00 - 15.00	\$10.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Landscaping and Groundskeeping Laborers work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	0%	33%	0%
Dental Insurance	0%	13%	7%
Vision Insurance	0%	20%	7%
Life Insurance	0%	13%	0%
Sick Leave	33%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	7%	13%	7%
Child Care	0%	0%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Landscaping & Groundskeeping Laborers**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and referrals within the industry.

Turnover: Among employers surveyed, the rate is 50.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 750 - 820 (Very Large)

Gender: Employers responding indicate 95% of workers are male, 5% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	70
<u>Separations to 2006:</u>	170
Total Openings:	240

Growth Trends: The new job growth rate for this occupation is 9.3%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

WHERE THE JOBS ARE

Landscape & Horticultural Services	21.4%
Local Government	22.7%
Personnel Supply Services	10.5%
Elementary & Secondary Schools	5.7%
Real Estate Operators & Lessors	5.6%
Residential Building Construction	4.9%
Plumbing, Heating, Air conditioning	3.9%
Retail Nurseries & Garden Stores	3.3%
Other	22.0%

OTHER INFORMATION:

Alternate Job Titles: Grounds Workers

Related DOT Code: 408.687-014, 406.684-014, 406.687-010, 408.684-010

Promotional Opportunities: May be promoted to crew leader, estimator, or supervisor

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 149 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

LOAN AND CREDIT CLERKS**OES 531210**

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Among those surveyed, few employers indicate a requirement for vocational or technical training prior to hire. Those seeking training indicate an average of 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 24 months of the following experience: sales, banking, title company, and real estate. Employers report 11 months as the average amount of experience.

Skills and Qualifications:

Basic math skills
Record keeping skills
Ability to use a calculator
Ability to interview others for information
Ability to perform detailed clerical work
Telephone answering skills
Ability to write effectively
Ability to type at least 45 words per minute
Ability to work independently
Ability to work under pressure
Public contact skills/customer service skills
Willingness to work with close supervision
Oral communication skills
Ability to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 9.00	\$8.25
New Hires, W/ Experience	\$7.00 - 15.75	\$10.00
After Three Years W/ Firm	\$8.50 - 20.00	\$12.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Almost all Loan and Credit Clerks work full time at an average of 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	20%	47%	0%
Dental Insurance	20%	40%	0%
Vision Insurance	20%	33%	0%
Life Insurance	40%	20%	0%
Sick Leave	80%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	7%	47%	7%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Loan & Credit Clerks**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Turnover: Among employers surveyed, the rate is 20.8% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 120 - 150 (Medium)

Gender: Employers responding indicate 21% of workers are male, 79% are female.

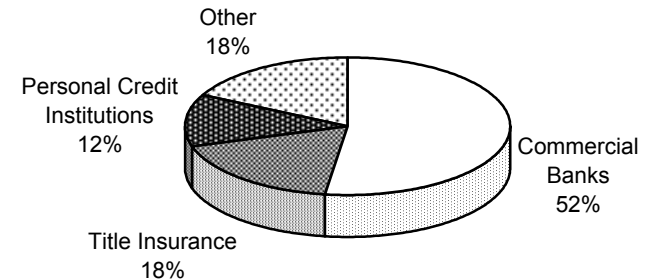
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	10
Total Openings:	40

Growth Trends: The new job growth rate for this occupation is 25.0%, which is growing much faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Loan Processor, Financial Service Officer, Loan Secretary

Related DOT Code: 205.367-022, 219.362-038, 219.367-046, 249.362-014, 249.362-018, 249.362-022

Promotional Opportunities: May be promoted to loan officer, loan underwriter, loan manager, or branch manager

Union/Collective Bargaining: No. Employees responding indicate no unionization for this occupation.

Employer Responses: 15 employers, representing 28 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

LOAN OFFICERS AND COUNSELORS**OES 211080**

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

EMPLOYER REQUIREMENTS

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. A few indicate they require a bachelor's degree. Some employers report they require or prefer technical or vocational training prior to hire. This range of training is expressed between 1 - 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a loan officer or real estate agent.

Skills and Qualifications:

Able to use mathematics to solve problems
 Able to weigh the relative costs and benefits of a potential action
 Able to talk to others to effectively convey information
 Able to know how to find information and identify essential information
 Able to listen to what others are saying and ask questions as appropriate
 Able to understand written sentences and paragraphs in work documents
 Able to identify the nature of problems
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches
 Able to find ways to structure or classify multiple pieces on information
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Knowledge of computer software skills, especially in terms of word processing, spreadsheet, and database

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.05 - 16.78	\$11.24
New Hires, W/ Experience	\$6.39 - 23.97	\$15.18
After Three Years W/ Firm	\$9.59 - 38.36	\$20.38

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

*A few firms report paying commission in addition to wages

Hours Worked: Almost all Loan Officers and Counselors work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	13%	69%	0%
Dental Insurance	13%	63%	0%
Vision Insurance	19%	50%	0%
Life Insurance	44%	19%	13%
Sick Leave	63%	0%	6%
Vacation	63%	0%	6%
Retirement Plan	19%	38%	19%
Child Care	0%	0%	6%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Loan Officers and Counselors**
 Experienced applicants: Moderately Competitive
 Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, in-house promotion or transfer, and referrals within the industry.

Turnover: Among employers surveyed, the rate is 9.5% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 70 - 90 (Small)

Gender: Employers responding indicate 43% of workers are male, 57% are female.

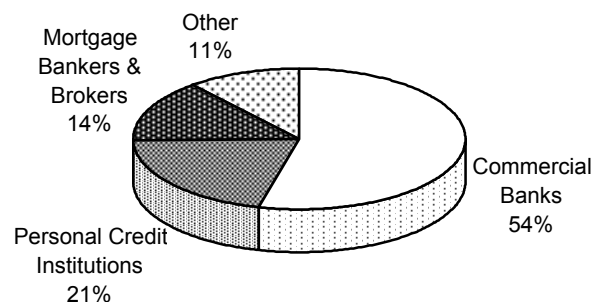
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	10
Total Openings:	30

Growth Trends: The new job growth rate for this occupation is 28.6%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

WHERE THE JOBS ARE



Alternate Job Titles: Mortgage Loan Broker, Commercial Loan Officer, Real Estate Loan Agent, Mortgage Banker

Related DOT Code: 186.167-078, 186.267-018, 186.267-022, 186.267-026

Promotional Opportunities: May be promoted to branch manager, lending manager, sales manager, or regional manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 16 employers, representing 95 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

MAINTENANCE REPAIRERS -- GENERAL UTILITY**OES 851320**

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma. Many indicate they require or prefer technical or vocational training prior to hire. This range of training is expressed between 2 - 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a maintenance repairer.

Skills and Qualifications:

Able to read and follow instructions
 Able to write legibly
 Basic math skills
 Oral communication skills
 Able to provide own hand tools
 Able to work independently
 Willing to work with close supervision
 Able to repair and install heating and air conditioning systems
 Swimming pool maintenance skills
 Plumbing, electrical, carpentry, and painting skills
 Gas and arc welding skills
 Able to do cement work
 Able to operate power hand tools
 Able to read blueprints
 Record keeping skills
 Able to lift at least 50 pounds repeatedly

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union Range	Union Range	Non-Union Median	Union Median
New Hires, No Experience	\$6.25 - 9.00	Insufficient Data	\$8.00	Insuff Data
New Hires, W/ Experience	\$6.25 - 11.18	\$10.68 - 14.24	\$8.32	\$12.31
After Three Years W/ Firm	\$8.00 - 17.75	\$11.78 - 22.67	\$11.96	\$15.21

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Maintenance Repairers work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	25%	6%
Dental Insurance	56%	19%	6%
Vision Insurance	56%	0%	0%
Life Insurance	44%	6%	0%
Sick Leave	88%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	25%	44%	6%
Child Care	0%	0%	19%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **General Utility Maintenance Repairers**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and the Employment Development Department.

Turnover: Among employers surveyed, the rate is 8.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 860 - 950 (Very Large)

Gender: Employers responding indicate 97% of workers are male, 3% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 90

Separations to 2006: 140

Total Openings: 230

Growth Trends: The new job growth rate for this occupation is 10.5%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE

Local Government, Except Hospitals & Education	22.9%
Real Estate	16.0%
Educational Services	10.1%
Membership Organizations	4.9%
Eating & Drinking Places	4.2%
Hotels & Motels	3.6%
New & Used Car Dealers	3.5%
Hospitals	2.7%
Professional & Commercial Equipment	2.6%
Miscellaneous Business Services	2.1%
Water Transportation Services	2.0%
State Government, Except Hospitals & Education	1.9%
Other	23.5%

OTHER INFORMATION:

Alternate Job Titles: Service Technician, Maintenance Technician, Mechanic, Park Maintenance Technician

Related DOT Code: 899.261-014, 899.381-010

Promotional Opportunities: May be promoted to maintenance supervisor, park supervisor, construction supervisor

Union/Collective Bargaining: Yes. Many employers responding indicate their employees are unionized.

Employer Responses: 16 employers, representing 63 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS**OES 130110**

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require at least an associate's degree. Some indicate they require a bachelor's degree prior to hire. Some employers report they require or prefer vocational or technical training prior to hiring a candidate. Those seeking training report a range of 6 - 48 months, with an average of 26 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 60 months of marketing, advertising, public relations, media sales, journalism, or retail experience. Employers report 35 months as the average amount of experience.

Skills and Qualifications:

Supervisory skills
 Ability to analyze and use market research data and reports
 Understanding of labor relations practices
 Media advertising sales skills
 Telephone sales skills
 Ability to write effectively and legibly
 Ability to manage an activity or department
 Ability to manage multiple priorities
 Willingness to work nights, weekends, and holidays
 Willingness to travel
 Ability to meet deadlines
 Ability to work independently
 Willingness to work with close supervision
 Ability to maintain good business and customer relationships
 Ability to manage unexpected situations or circumstances
 Oral communication skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$12.20 - 21.58	\$14.38
New Hires, W/ Experience	\$8.63 - 25.93	\$14.38
After Three Years W/ Firm	\$11.25 - 28.77	\$18.70

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Of those surveyed, all Marketing, Advertising, and Public Relations Managers work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	38%	50%	6%
Dental Insurance	38%	44%	13%
Vision Insurance	31%	38%	6%
Life Insurance	50%	19%	6%
Sick Leave	69%	6%	0%
Vacation	81%	6%	0%
Retirement Plan	13%	44%	13%
Child Care	0%	6%	6%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Marketing and Advertising Managers**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 9.1% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 230 - 260 (Large)

Gender: Employers responding indicate 50% of workers are male, 50% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	20
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 13.0%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE

Local Government	18.4%
Miscellaneous Investing	11.1%
Business Services	9.9%
Hotels and Motels	6.5%
Preserved Fruits and Vegetables	4.2%
Measuring and Controlling Devices	3.8%
Radio and Television Broadcasting	2.7%
Civic and Social Associations	2.7%
Department Stores	2.3%
Eating and Drinking Places	2.3%
Other	36.1%

OTHER INFORMATION:

Alternate Job Titles: Promotions Manager, Sales Director, Media Manager, or Account Executive

Related DOT Code: 141.137-010, 163.117-018, 163.117-022, 163.167-010, 163.167-018, 164.117-010, 164.117-018

Promotional Opportunities: May be promoted to marketing director, general manager, or regional sales manager

Employer Responses: 16 employers, representing 26 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes, Few employers surveyed report their employees are unionized.

MEDICAL ASSISTANTS**OES 660050**

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

EMPLOYER REQUIREMENTS

Education and Training: Of those surveyed, all employers report they require a high school diploma or equivalent. Most indicate they require or prefer vocational or technical training prior to hire. This range of training is expressed between 3 - 24 months. Medical Assistants are not licensed, certified, or registered by the state. The work site must have documentation of training completion and the supervising physician must be on the premises. For further information regarding certification, contact the American Association of Medical Assistants.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a medical assistant. The state requires ten hours of training and ten performances each of the three various injections (intradermal, subcutaneous and intramuscular), blood withdrawal and skin testing.

Skills and Qualifications:

Able to actively look for ways to help people
 Able to complete and explain medical insurance forms
 Able to transcribe medical records and reports
 Able to administer an electro-cardiograph (EKG) test
 Able to apply sterilization techniques
 Blood drawing skills
 Understanding of inventory techniques
 Able to follow billing procedures
 Able to listen to what others are saying and ask questions as appropriate
 Able to talk to others to effectively convey information
 Able to handle crisis situations
 Knowledge of medical terminology

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.00	\$8.00
New Hires, W/ Experience	\$7.50 - 10.94	\$8.75
After Three Years W/ Firm	\$9.00 - 13.00	\$10.90

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Medical Assistants work full-time averaging 39 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	61%	33%	0%
Dental Insurance	50%	33%	0%
Vision Insurance	39%	22%	0%
Life Insurance	61%	0%	0%
Sick Leave	89%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	72%	22%	0%
Child Care	0%	0%	0%

*Percentage is based on 18 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Medical Assistants**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, referrals within the industry, and private employment agencies.

Turnover: Among employers surveyed, the rate is 27.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 230 - 280 (Large)

Gender: Employers responding indicate 1% of workers are male, 99% are female.

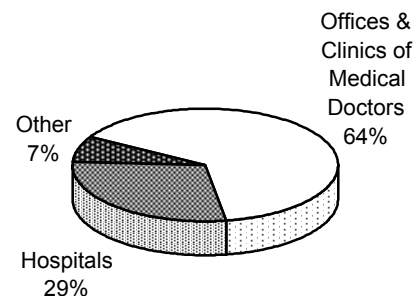
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	40
Total Openings:	90

Growth Trends: The new job growth rate for this occupation is 21.7%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Ophthalmic Technician

Related DOT Code: 079.362-010, 079.364-010, 079.374-018, 355.667-010

Promotional Opportunities: May be promoted to billing clerk, receptionist, senior medical assistant, supervisor, or licensed vocational nurse with additional education

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 18 employers, representing 96 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

NURSE AIDES**OES 660080**

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma or equivalent. Most indicate they require or prefer certification prior to employment. State certification as a nurse aide requires 100 hours of supervised clinical training and 50 hours of classroom training. Employers report a range of training between 2 - 3 months, with an average of 3 months.

Experience: Many employers report they require or prefer work experience in this occupation. They report hiring applicants with 1 - 6 months of experience as a nurse aide or other experience within the medical field. Employers report 4 months as the average amount of experience.

Skills and Qualifications:

Actively looking for ways to help people

Being aware of others' reactions and understanding why they react the way they do

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Adjusting actions in relation to others' actions

Talking to others to effectively convey information

Generating or adapting equipment and technology to serve user needs

Understanding written sentences and paragraphs in work documents

Communicating effectively with others in writing as indicated by the needs of the audience

Determining the kind of tools and equipment needed to do a job

Watching gauges, dials, or other indicators to make sure a machine is working properly

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.25 - 9.07	\$8.00
New Hires, W/ Experience	\$8.00 - 9.07	\$8.50
After Three Years W/ Firm	\$8.24 - 10.13	\$9.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Nurse Aides work full-time averaging 40 hours per week. Some work part-time at an average of 24 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	40%	0%	60%	40%	0%	0%
Dental Insurance	40%	7%	47%	33%	13%	0%
Vision Insurance	33%	7%	27%	20%	7%	0%
Life Insurance	67%	27%	27%	7%	0%	0%
Sick Leave	87%	53%	0%	0%	0%	0%
Vacation	87%	60%	0%	0%	0%	0%
Retirement Plan	33%	20%	27%	20%	13%	0%
Child Care	0%	0%	7%	7%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Nurse Aides**
Experienced applicants: Insufficient Data
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and school or program referrals.

Turnover: Among employers surveyed, the rate is 56.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 790 - 840 (Very Large)

Gender: Employers responding indicate 12% of workers are male, 88% are female.

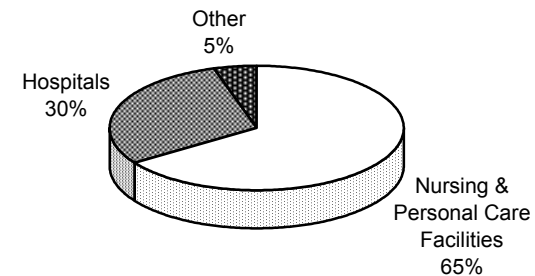
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	80
Total Openings:	130

Growth Trends: The new job growth rate for this occupation is 6.3%, which is growing slower than the average new job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Certified Nursing Aide, Certified Nurse Aide, Personal Care Aide

Related DOT Code: 354.374-010, 354.377-010, 354.677-010, 355.674-014, 355.674-018

Promotional Opportunities: May be promoted to clerical position; to medical records technician or restorative nurse; to LVN or RN by meeting additional education requirements

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 15 employers, representing 522 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

PAINTERS, PAPERHANGERS -- CONSTRUCTION AND MAINTENANCE**OES 874020**

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

EMPLOYER REQUIREMENTS

Education and Training: Some employers report they require a high school diploma or equivalent. Among those surveyed, none indicate a preference for hiring applicants who have had technical or vocational training.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 12 - 36 months of prior painting experience.

Skills and Qualifications:

Able to determine the kind of tools and equipment needed to do a job
 Able to inspect and evaluate the quality of products
 Able to listen to what others are saying and ask questions as appropriate
 Able to use and read a tape measure
 Knowledge of paints and related chemicals
 Brush, roller, and spray painting skills
 Drywall installation and repair skills
 Surface preparation skills
 Able to tolerate dust and paint fumes
 Able to work from ladders and scaffolds
 Possession of good color perception
 Able to stand continuously for 2 or more hours
 Able to lift at least 50 pounds repeatedly
 Possession of a reliable vehicle
 Willing to work with close supervision
 Able to pay attention to detail
 Customer service skills

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 10.00	\$7.00
New Hires, W/ Experience	\$8.00 - 12.00	\$9.00
After Three Years W/ Firm	\$10.00 - 15.00	\$12.00

Hours Worked: Most Painters and Paperhangers work full-time at an average of 39 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	12%	24%	0%
Dental Insurance	0%	6%	12%
Vision Insurance	0%	6%	0%
Life Insurance	12%	0%	0%
Sick Leave	12%	0%	0%
Vacation	35%	0%	0%
Retirement Plan	0%	6%	6%
Child Care	0%	0%	0%

*Percentage is based on 17 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Painters & Paperhangers**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

Employer Responses: 17 employers, representing 72 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 130 - 150 (Medium)

Gender: Employers responding indicate 93% of workers are male, 7% are female.

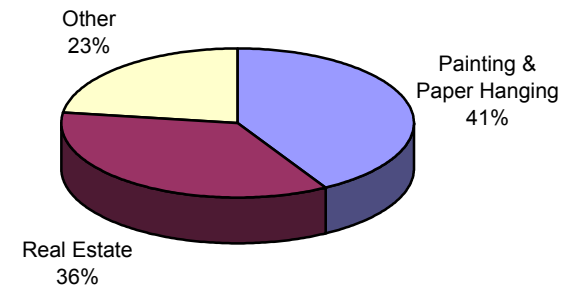
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	20
Total Openings:	40

Growth Trends: The new job growth rate for this occupation is 15.4%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: None Available

Related DOT Code: 840.381-010, 840.381-018, 840.681-010, 840.684-010, 841.381-010, 845.681-010, 869.664-014

Promotional Opportunities: May be promoted from apprentice to journey painter; to supervisor

Turnover: Among employers surveyed, the rate is 34.7% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

PERSONAL AND HOME CARE AIDES**OES 680350**

Personal and Home Care Aides perform a variety of tasks at places of residence. Their duties include keeping house; advising families having problems with such things as nutrition, health, cleanliness, and household utilities. Does not include Nurses' Aides and Home Health Care Workers.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Those seeking trained applicants place an emphasis on nursing aide, home care assistance, family and children, and training in counseling and other aspects of the behavioral sciences.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience as a personal and home care aide, nursing aide, counselor, or other personal assistance.

Skills and Qualifications:

Able to talk to others to effectively convey information

Being aware of others' reactions and understand why they react the way they do

Able to actively look for ways to help people

Able to listen to what others are saying and ask questions as appropriate

Able to teach others how to do something

Able to use logic and analysis to identify the strengths and weaknesses of different approaches

Able to identify the things that must be changed to achieve a goal

Able to observe and evaluate the outcomes of a problem solution to identify lessons learned or redirect efforts

Able to use multiple approaches when learning or teaching new things

Understanding of good diet and nutrition

Knowledge of geriatrics and family social work

High standards of personal cleanliness

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$6.00
New Hires, W/ Experience	\$5.75 - 8.00	\$6.50
After Three Years W/ Firm	\$6.25 - 11.00	\$8.00

Hours Worked: Some Personal & Home Care Aides work on a temporary or "on-call" basis, averaging 7 hours per week. Some work full-time at an average of 40 hours weekly. Some work part-time averaging 19 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	47%	0%	0%	0%
Dental Insurance	0%	0%	40%	0%	0%	0%
Vision Insurance	0%	0%	7%	0%	0%	0%
Life Insurance	7%	0%	7%	0%	0%	0%
Sick Leave	40%	0%	0%	0%	0%	0%
Vacation	47%	0%	0%	0%	0%	0%
Retirement Plan	0%	0%	27%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Personal & Home Care Aides**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

Employer Responses: 15 employers, representing 376 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 560 - 680 (Very Large)

Gender: Employers responding indicate 16% of workers are male, 84% are female.

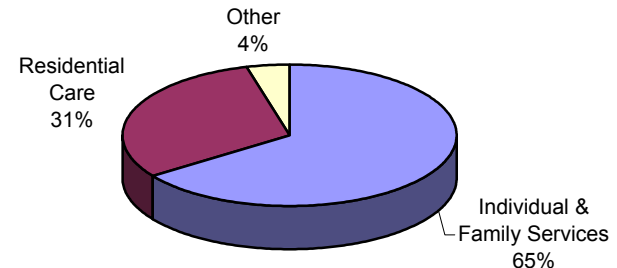
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	120
<u>Separations to 2004:</u>	80
Total Openings:	200

Growth Trends: The new job growth rate for this occupation is 21.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Resident Staff, Personal Home Care Attendant, Direct Care Staff, Respite Care Provider, Personal Supportive Living Staff, Life Guidance Staff, Homemaker

Related DOT Code: 309.354-010, 359.573-010

Promotional Opportunities: May be promoted to case management staff, respite worker, facilitator, instructor, house manager, supervisor, facility supervisor, or coordinator

Turnover: Among employers surveyed, the rate is 32.2% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

RECEPTIONISTS AND INFORMATION CLERKS**OES 553050**

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few indicate they prefer technical or vocational training prior to hire. This range of training is expressed between 6 - 24 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a receptionist or information clerk.

Skills and Qualifications:

Able to write legibly and effectively
 Basic math skills
 Able to read and follow instructions
 Oral communication skills
 Willing to work with close supervision
 Public contact skills
 Able to work independently
 Able to work under pressure
 Customer service skills
 Alphabetic and numeric filing skills
 Bookkeeping skills
 Able to operate a multi-line command phone center
 Telephone answering skills
 Able to type at least 45 words per minute
 Word processing and spreadsheet skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.02	\$7.00
New Hires, W/ Experience	\$6.25 - 9.02	\$7.50
After Three Years W/ Firm	\$7.25 - 12.38	\$9.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Receptionists and Information Clerks work full-time averaging 39 hours per week. Some work part-time at an average of 24 hours per week.

Benefits (% of Employers* Offering Benefits):

	<u>Employer Paid</u>		<u>Shared Cost</u>		<u>Employee Pays All</u>	
	FT	PT	FT	PT	FT	PT
Medical Insurance	33%	0%	47%	0%	0%	0%
Dental Insurance	40%	0%	27%	0%	7%	0%
Vision Insurance	20%	0%	27%	0%	7%	0%
Life Insurance	47%	0%	0%	0%	13%	0%
Sick Leave	60%	7%	0%	0%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement Plan	27%	0%	40%	0%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Receptionists and Information Clerks**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, the Employment Development Dept., employee referrals, and private employment agencies.

Turnover: Among employers surveyed, the rate is 36.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 860 - 930 (Very Large)

Gender: Employers responding indicate 5% of workers are male, 95% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 70

Separations to 2006: 120

Total Openings: 190

Growth Trends: The new job growth rate for this occupation is 8.1%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE

Health Services	30.6%
Personnel Supply Services	12.6%
Veterinary Services	5.3%
Local Government, Except Hospitals & Education	4.1%
Insurance Agents, Brokers, & Service	2.9%
Miscellaneous Personal Services	2.8%
Legal Services	2.8%
Miscellaneous Nondurable Goods	2.2%
Professional & Commercial Equipment	1.6%
Job Training & Related Services	1.5%
Other	33.6%

OTHER INFORMATION:

Alternate Job Titles: Administrative Clerk, Office Clerk

Related DOT Code: 237.367-010, 237.367-018, 237.367-022, 237.367-038, 237.367-042, 237.367-046, 249.262-010

Promotional Opportunities: May be promoted to accounting clerk, office assistant, sales assistant, assistant secretary, supervisor, or business manager

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 15 employers, representing 44 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

RECREATION WORKERS**OES 273110**

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a high school diploma. A few report they require an associate's degree. Many indicate they require or prefer technical or vocational training prior to hire. Training sought has been expressed by many employers as a recreation degree or certificate.

Experience: All employers responding report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior recreation experience.

Skills and Qualifications:

Able to adjust actions in relation to others' actions
 Able to talk to others to effectively convey information
 Able to actively look for ways to help people
 Being aware of others' reactions and understanding why they react the way they do
 Able to develop approaches for implementing an idea
 Able to motivate, develop, and direct people as they work, identifying the best people for the job
 Able to manage one's own time and the time of others
 Able to listen to what others are saying and ask questions as appropriate
 Knowledge of geriatrics
 Able to administer emergency first aid
 Able to accurately record and report information
 Good physical condition
 Possession of a good police record
 Able to work independently

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 11.16	\$6.25
New Hires, W/ Experience	\$6.25 - 9.67	\$7.35
After Three Years W/ Firm	\$7.10 - 15.10	\$9.00

Hours Worked: Most Recreation Workers work part-time averaging 25 hours per week. Some work seasonally averaging 23 hours per week. A few work full-time at an average of 41 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	20%	0%	27%	7%	0%	0%
Dental Insurance	27%	0%	20%	7%	0%	0%
Vision Insurance	20%	0%	13%	0%	0%	0%
Life Insurance	33%	7%	7%	0%	0%	0%
Sick Leave	47%	13%	0%	0%	0%	0%
Vacation	53%	13%	0%	0%	0%	0%
Retirement Plan	27%	0%	7%	7%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Recreation Workers**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

Employer Responses: 15 employers, representing 196 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 690 - 740 (Very Large)

Gender: Employers responding indicate 37% of workers are male, 63% are female.

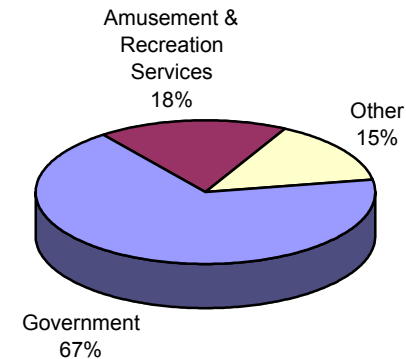
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	50
<u>Separations to 2004:</u>	230
Total Openings:	280

Growth Trends: The new job growth rate for this occupation is 7.2%, which is growing slower than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Activities Director, Activities Coordinator, Program Specialist, Program Coordinator, Recreation Leader, Recreation Coordinator, Guide Trainee

Related DOT Code: 153.137-010, 159.124-010, 187.167-238, 195.227-010, 195.227-014, 352.167-010

Promotional Opportunities: May be promoted to instructor, recreation II & III positions, recreation manager, or site director

Turnover: Among employers surveyed, the rate is 12.2% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

REGISTERED NURSES**OES 325020**

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least an associate's degree, while many report they require a bachelor's degree prior to hire. All employers surveyed indicate they require vocational or technical training prior to hire, which is consistent with state law requiring registered nurses to be licensed before practicing. Employers report a range of training between 12 - 48 months, with an average of 26 months.

Experience: Most employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 24 months of experience as a registered nurse, with an average of 11 months.

Skills and Qualifications:

Talking to others to convey information effectively
 Actively looking for ways to help people
 Understanding written sentences and paragraphs in work documents
 Considering the relative costs and benefits of potential actions to choose the most appropriate one
 Being aware of others' reactions and understanding why they react the way they do
 Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
 Adjusting actions in relation to others' actions
 Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
 Communicating effectively in writing as appropriate for the needs of the audience

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$14.38 - 24.00	\$15.13 - 19.62	\$19.00	\$18.85
New Hires, W/ Experience	\$15.00 - 24.00	\$15.93 - 23.89	\$20.00	\$19.96
After Three Years W/ Firm	\$15.00 - 25.00	\$16.22 - 24.49	\$21.00	\$21.53

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Registered Nurses work full-time averaging 40 hours per week. Some work part-time at an average of 26 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	35%	24%	29%	41%	6%	0%
Dental Insurance	35%	24%	29%	35%	6%	6%
Vision Insurance	24%	18%	24%	29%	6%	6%
Life Insurance	47%	29%	18%	6%	0%	6%
Sick Leave	71%	76%	0%	0%	0%	0%
Vacation	71%	65%	0%	0%	0%	0%
Retirement Plan	29%	29%	24%	29%	12%	6%
Child Care	0%	0%	6%	6%	0%	0%

*Percentage is based on 17 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Registered Nurses**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, colleges and universities, and the Internet.

Turnover: Among employers surveyed, the rate is 16.1% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 1500 - 1620 (Very Large)

Gender: Employers responding indicate 9% of workers are male, 91% are female.

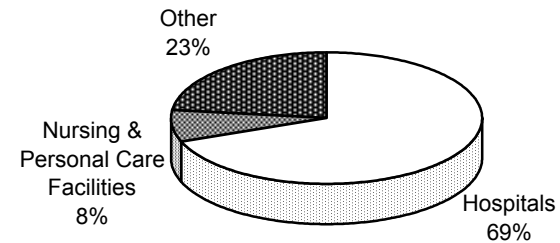
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	120
<u>Separations to 2006:</u>	180
Total Openings:	300

Growth Trends: The new job growth rate for this occupation is 8.0%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 8.7%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: School Nurse

Related DOT Code: 075.364-010, 075.124-010, 075.124-014, 075.137-014, 075.374-014, 075.374-018, 075.167-010

Promotional Opportunities: May be promoted to charge nurse, supervising nurse, nurse practitioner, or director of nursing

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

Employer Responses: 17 employers, representing 476 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

RESIDENTIAL COUNSELORS**OES 273070**

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require at least a high school diploma or equivalent. A few indicate they require a bachelor's degree. Most report they require or prefer 6 - 12 months of vocational or technical training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a residential counselor, case manager, or other social service worker.

Skills and Qualifications:

Able to read and follow instructions
 Basic math skills
 Able to write legibly and effectively
 Oral communication skills
 Able to work independently
 Interpersonal skills
 Able to deal effectively with difficult individuals
 Able to be empathetic
 Listening skills
 Willing to work with close supervision
 Able to implement a progressive discipline process
 Problem solving skills
 Able to apply stress management techniques
 Able to plan and organize the work of others
 Record keeping skills
 Merchandise ordering skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.27	\$7.00
New Hires, W/ Experience	\$6.25 - 10.23	\$9.00
After Three Years W/ Firm	\$7.50 - 15.34	\$11.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Residential Counselors work full-time averaging 41 hours per week. Some work part-time at an average of 24 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	35%	0%	53%	6%	0%	0%
Dental Insurance	24%	0%	24%	0%	0%	0%
Vision Insurance	12%	0%	24%	0%	0%	0%
Life Insurance	29%	6%	12%	0%	12%	0%
Sick Leave	71%	12%	0%	0%	0%	0%
Vacation	88%	12%	0%	0%	0%	0%
Retirement Plan	12%	0%	18%	0%	6%	0%
Child Care	0%	6%	0%	0%	0%	0%

*Percentage is based on 17 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Residential Counselors**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and from other care provider facilities.

Turnover: Among employers surveyed, the rate is 40.4% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 150 - 170 (Medium)

Gender: Employers responding indicate 34% of workers are male, 66% are female.

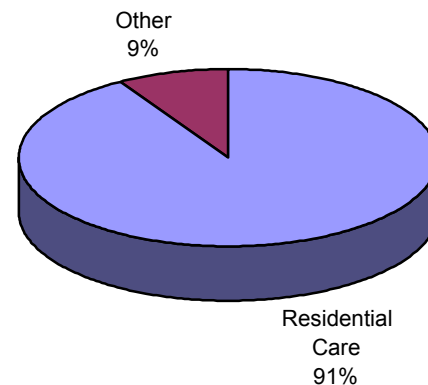
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	30
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 13.3%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Activities Director, Residential Care Manager, Direct Support Professional, Direct Care Staff

Related DOT Code: 187.167-186

Promotional Opportunities: My be promoted to care staff manager, program specialist, supervisor, or program director

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 17 employers, representing 105 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

RESPIRATORY CARE PRACTITIONERS**OES 323020**

Respiratory Care Practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilator therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records.

EMPLOYER REQUIREMENTS

Education and Training: All employers responding report they require at least an associate's degree. All indicate they require graduation from a respiratory therapy school and licensing by the State Respiratory Care Board.

Experience: Most employers report they require or prefer prior work experience in this occupation. They tend to hire applicants with 6 - 12 months of previous experience as a respiratory care practitioner.

Skills and Qualifications:

Able to control operations of equipment or systems (includes ability to administer an electro-encephalograph and electro-cardiograph test)
 Able to assist physician during bronchoscopy
 Able to perform endotracheal intubation
 Able to understand written sentences and paragraphs in work documents
 Able to assess how well one is doing when learning or doing something
 Able to listen to what others are saying and ask questions as appropriate
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches
 Able to identify the nature of problems
 Able to watch gauges, dials, or other indicators to make sure a machine is working properly
 Able to actively look for ways to help people
 Able to write effectively and legibly
 Able to work under pressure and handle crisis situations

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$12.55 - 17.00	\$15.00
New Hires, W/ Experience	\$10.65 - 19.00	\$14.91
After Three Years W/ Firm	\$14.17 - 21.00	\$17.55

Hours Worked: Most Respiratory Care Practitioners work full-time averaging 40 hours per week. Some work part-time at an average of 19 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	50%	0%	50%	33%	0%	0%
Dental Insurance	50%	0%	50%	33%	0%	0%
Vision Insurance	50%	0%	50%	33%	0%	0%
Life Insurance	33%	0%	17%	17%	17%	17%
Sick Leave	100	33%	0%	0%	0%	0%
Vacation	100	33%	0%	0%	0%	0%
Retirement Plan	33%	17%	67%	17%	0%	0%
Child Care	0%	0%	0%	0%	50%	17%

*Percentage is based on 6 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Respiratory Care Practitioners**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

Employer Responses: 6 employers, representing 46 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 80 - 100 (Small)

Gender: Employers responding indicate 37% of workers are male, 63% are female.

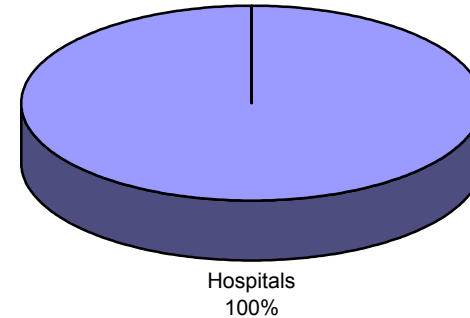
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	10
Total Openings:	30

Growth Trends: The new job growth rate for this occupation is 25.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Respiratory Therapist, Staff Therapist

Related DOT Code: 076.361-014

Promotional Opportunities: May be promoted to center manager or branch manager

Turnover: Among employers surveyed, the rate is 10.9% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

ROOFERS**OES 878080**

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require a high school diploma or equivalent. Among those responding, none indicate they require technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months experience as a roofer, roofing-related, or other construction-related occupation.

Skills and Qualifications:

Able to determine the kind of tools and equipment needed to do a job
 Able to control operations of equipment or systems
 Knowledge of tar and asphalt mixtures
 Able to install and repair shingles and shakes
 Able to inspect and evaluate the quality of products
 Able to repair machines or systems using the needed tools
 Able to apply asphalt felts and coatings
 Able to apply composition roofing materials
 Able to implement safe work practices
 Basic construction and carpentry skills
 Able to adjust actions in relation to others' actions
 Understanding of building codes
 Possession of a valid driver's license
 Able to tolerate dust and unpleasant odors
 Able to lift at least 100 pounds repeatedly

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 8.00	\$7.00
New Hires, W/ Experience	\$6.50 - 13.00	\$10.00
After Three Years W/ Firm	\$9.50 - 15.50	\$12.50

Hours Worked: Many Roofers work full-time averaging 40 hours per week. Many work seasonally at an average of 40 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	0%	25%	0%
Dental Insurance	0%	17%	0%
Vision Insurance	0%	8%	0%
Life Insurance	0%	0%	0%
Sick Leave	0%	0%	0%
Vacation	0%	8%	0%
Retirement Plan	8%	8%	0%
Child Care	0%	0%	0%

*Percentage is based on 12 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Roofers**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals and newspaper ads.

Employer Responses: 12 employers, representing 86 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 80 - 90 (Small)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

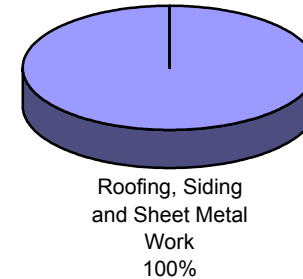
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	10
<u>Separations to 2004:</u>	20
Total Openings:	30

Growth Trends: The new job growth rate for this occupation is 12.5%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Journey Roofers

Related DOT Code: 866.381-010, 866.381-014, 866.684-010

Promotional Opportunities: May be promoted to estimator, foreperson, journey roofer, or superintendent

Turnover: Among employers surveyed, the rate is 40.7% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

SALES REPRESENTATIVES -- EXCEPT SCIENTIFIC AND RELATED PRODUCTS AND SERVICES AND RETAIL OES 490080

Sales Representatives, Except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

EMPLOYER REQUIREMENTS

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. A few require a bachelor's degree. Of those surveyed, no employer reports requiring training prior to employment.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 12 - 60 months of previous sales experience, with an average of 24 months.

Skills and Qualifications:

Ability to prepare and arrange sales contracts
 Ability to write effectively and legibly
 Verbal presentation skills
 Ability to demonstrate knowledge of specific products
 Understanding of inventory techniques
 Ability to apply sales techniques
 Report writing skills
 Business math skills
 Record keeping skills
 Possession of a valid driver's license
 Possession of a reliable vehicle
 Willingness to travel
 Ability to work independently
 Possession of a good DMV driving record
 Customer service skills

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 15.00	\$10.99
New Hires, W/ Experience	\$6.75 - 15.00	\$11.97
After Three Years W/ Firm	\$10.10 - 26.37	\$19.18

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Almost all Sales Representatives work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	<u>Employer Paid</u>	<u>Shared Cost</u>	<u>Employee Pays All</u>
Medical Insurance	47%	47%	0%
Dental Insurance	27%	33%	7%
Vision Insurance	27%	33%	0%
Life Insurance	53%	7%	7%
Sick Leave	73%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	20%	47%	20%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Sales Representatives**

Experienced applicants: Not Competitive

Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 66.7% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 380 - 420 (Large)

Gender: Employers responding indicate 63% of workers are male, 37% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	40
<u>Separations to 2006:</u>	70
Total Openings:	110

Growth Trends: The new job growth rate for this occupation is 10.5%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

WHERE THE JOBS ARE

Food and Kindred Products	21.1%
Wholesale Trade -- Nondurable Goods	12.6%
Wholesale Trade -- Durable Goods	8.3%
Used Merchandise Stores	5.7%
Miscellaneous Business Services	5.7%
New and Used Car Dealers	5.0%
Farm and Garden Machinery	3.3%
Miscellaneous Plastics Products	2.9%
Hardware, Plumbing & Heating Equipment	2.6%
Special Industry Machinery	2.4%
Mobile Home Dealers	2.4%
Laundry, Cleaning, & Garment Services	2.4%
Other	25.6%

OTHER INFORMATION:

Alternate Job Titles: Account Representative, Account Executive, Sales Consultant, Customer Care Representative

Related DOT Code: 260.357-014, 261.357-010, 273.357-022, 274.357-034, 274.357-062, 275.357-034, 279.357-014

Promotional Opportunities: May be promoted to sales supervisor, or sales manager

Employer Responses: 15 employers, representing 136 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

SALESPERSONS -- RETAIL (EXCEPT VEHICLE SALES)**OES 490112**

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Among those responding, none indicate they require technical or vocational training prior to hire.

Experience: Some employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of retail sales or related experience.

Skills and Qualifications:

Able to actively look for ways to help people
 Able to talk to others to effectively convey information
 Being aware of others' reactions and understanding why they react the way they do
 Able to listen to what others are saying and ask questions as appropriate
 Able to use mathematics to solve problems
 Able to identify the nature of problems
 Able to communicate effectively with others in writing as indicated by needs of the audience
 Able to persuade others to approach things differently
 Understanding of inventory techniques
 Able to stand continuously for 2 or more hours
 Able to lift at least 50 pounds repeatedly
 Meet employer grooming standards
 Willing to work with close supervision
 Customer service skills

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 8.00	\$5.90
New Hires, W/ Experience	\$5.85 - 10.00	\$7.00
After Three Years W/ Firm	\$6.75 - 16.78	\$9.50

Hours Worked: Many Retail Salespersons work part-time at 20 hours per week. Many work full-time at an average of 39 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	6%	56%	13%	6%	0%
Dental Insurance	6%	6%	63%	13%	0%	0%
Vision Insurance	6%	6%	31%	13%	0%	0%
Life Insurance	13%	0%	6%	0%	0%	0%
Sick Leave	69%	19%	0%	0%	0%	0%
Vacation	75%	19%	0%	0%	0%	0%
Retirement Plan	6%	0%	44%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Salespersons -- Retail**
 Experienced applicants: Moderately Competitive
 Inexperienced applicants: Very Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, and newspaper ads.

Employer Responses: 16 employers, representing 929 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 2,540 - 2,870 (Very Large)

Gender: Employers responding indicate 47% of workers are male, 53% are female.

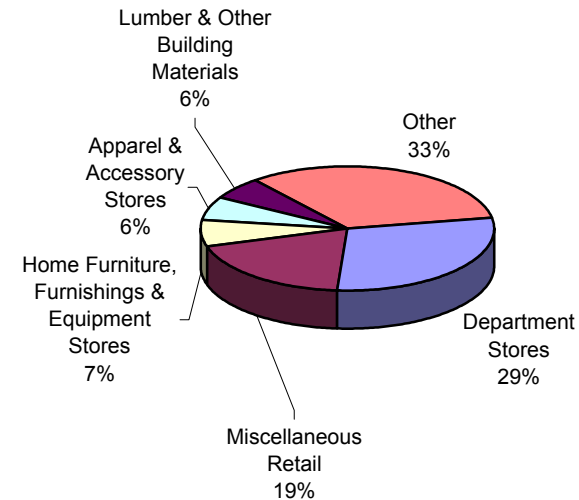
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	330
<u>Separations to 2004:</u>	640
Total Openings:	970

Growth Trends: The new job growth rate for this occupation is 13.0%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Sales Associate, Counter Person

Related DOT Code: 261.357-046, 261.357-050, 261.357-062, 261.357-066, 270.357-010, 270.357-030, 279.357-054

Promotional Opportunities: May be promoted to assistant manager, supervisor, floor supervisor, or department manager

Turnover: Among employers surveyed, the rate is 44.5% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

SECRETARIES, EXCEPT LEGAL AND MEDICAL**OES 551080**

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

EMPLOYER REQUIREMENTS

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Employers report a range of training between 3 - 24 months, with an average of 14 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 12 - 36 months of experience of secretarial, clerical, or other office experience. Employers indicate 21 months as the average amount of experience.

Skills and Qualifications:

Ability to take dictation at 100 words per minute or more
 Ability to type at least 60 words per minute
 Ability to maintain an appointment calendar
 Ability to write effectively and legibly
 Telephone answering skills
 English grammar, spelling, and punctuation skills
 Ability to use spreadsheet software
 Ability to follow billing procedures
 Proofreading skills
 Alphabetic and numeric filing skills
 Ability to use word processing software
 Willingness to work with close supervision
 Ability to work independently
 Basic math skills
 Oral communication skills
 Ability to read and follow instructions

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.00	\$8.00
New Hires, W/ Experience	\$8.00 - 12.00	\$9.50
After Three Years W/ Firm	\$9.00 - 15.00	\$12.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Almost all Secretaries work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	33%	0%
Dental Insurance	20%	47%	0%
Vision Insurance	27%	33%	0%
Life Insurance	53%	13%	0%
Sick Leave	80%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	47%	20%	0%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Secretaries**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

Turnover: Among employers surveyed, the rate is 8.0% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 1170 - 1190 (Very Large)

Gender: Employers responding indicate 4% of workers are male, 96% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	130
Total Openings:	150

Growth Trends: The new job growth rate for this occupation is 1.7%, which is growing slower than the average job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

WHERE THE JOBS ARE

Educational Services	30.1%
Personnel Supply Services	17.5%
Local Government	8.4%
Engineering and Accounting	4.1%
Hospitals	3.8%
Residential Building Construction	3.5%
Social Services	2.2%
Civic and Social Associations	2.0%
Other	28.4%

OTHER INFORMATION:

Alternate Job Titles: Administrative Assistant, Office Manager, Administrative Office Coordinator

Related DOT Code: 201.162-010, 201.362-018, 201.362-022, 201.362-030

Promotional Opportunities: May be promoted to personnel specialist, staff supervisor, or administrative coordinator

Employer Responses: 15 employers, representing 27 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes. Few employers responding indicate their employees are unionized.

SHEET METAL WORKERS**OES 891320**

Sheet Metal Workers fabricate, assemble, install, and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer; operating soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Among those responding, none indicate they require or prefer technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 24 - 36 months of sheet metal, welding, or related experience.

Skills and Qualifications:

Install equipment, machines, wiring, or programs to meet specifications
 Able to control operations of equipment or systems
 Able to inspect and evaluate the quality of products
 Able to determine the kind of tools and equipment needed to do a job
 Able to use mathematics to solve problems
 Able to repair machines or systems using the needed tools
 Able to identify the nature of problems
 Able to read blueprints
 Mechanical drawing & sheet metal working skills
 Welding skills
 Manual dexterity
 Good hand-eye coordination
 Able to stand continuously for 2 or more hours
 Able to lift at least 50 pounds repeatedly
 Willing to work with close supervision
 Spatial aptitude

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 9.00	\$8.50
New Hires, W/ Experience	\$8.00 - 16.00	\$10.00
After Three Years W/ Firm	\$10.00 - 19.00	\$12.50

Hours Worked: Among employers surveyed, all Sheet Metal Workers work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	10%	70%	0%
Dental Insurance	0%	50%	0%
Vision Insurance	0%	10%	0%
Life Insurance	0%	10%	10%
Sick Leave	30%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	10%	20%	0%
Child Care	0%	0%	0%

*Percentage is based on 10 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Sheet Metal Workers**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, and Employment Development Department.

Employer Responses: 10 employers, representing 25 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 120 - 140 (Medium)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

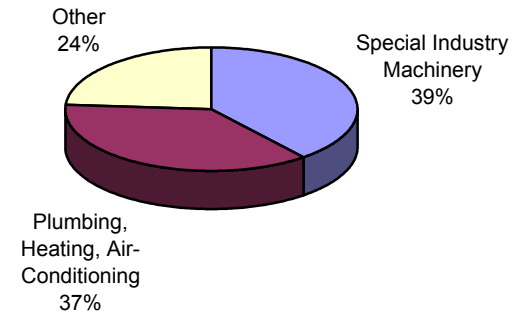
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	20
Total Openings:	40

Growth Trends: The new job growth rate for this occupation is 16.7%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Sheet Metal Fabricator, Sheet Metal Installer, Metal Worker

Related DOT Code: 804.281-010, 804.281-014

Promotional Opportunities: May be promoted to crew chief or supervisor

Turnover: Among employers surveyed, the rate is 24.0% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

SOCIAL WORKERS -- EXCEPT MEDICAL AND PSYCHIATRIC**OES 273050**

Social Workers (except Medical and Psychiatric), counsel and aid individuals and families requiring social service assistance. Includes Community Organization Social Workers who plan, organize and work with community groups to solve problems. Does not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require at least an associate's degree. Many indicate they require at least a bachelor's degree. Some require graduate study prior to hire. Many report they require technical or vocational training prior to hire. This range of training is expressed between 6 - 60 months.

Experience: Many employers report they require work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience as a social worker or case manager.

Skills and Qualifications:

Able to be aware of others' reactions and understand why they react the way they do

Able to actively look for ways to help people

Able to talk to others to effectively convey information

Able to listen to what others are saying and ask questions as appropriate

Able to identify the nature of problems

Able to understand written sentences and paragraphs in work documents

Able to adjust actions in relation to others' actions

Know how to find information and identify essential information

Able to use logic and analysis to identify the strengths and weaknesses of different approaches

Able to communicate effectively with others in writing as indicated by the needs of the audience

Able to assess how well one is doing when learning or doing something

Able to generate a number of different approaches to problems

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 13.90	\$8.00 - 14.45	\$12.10	\$10.67
New Hires, W/ Experience	\$9.00 - 17.84	\$8.00 - 15.11	\$12.00	\$12.84
After Three Years W/ Firm	\$11.00 - 20.00	\$11.50 - 19.18	\$15.00	\$14.28

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Social Workers work full-time averaging 39 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	58%	37%	0%
Dental Insurance	53%	26%	11%
Vision Insurance	42%	21%	0%
Life Insurance	53%	11%	5%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	37%	21%	16%
Child Care	0%	0%	5%

*Percentage is based on 19 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Social Workers--Except Medical/Psychiatric**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

Turnover: Among employers surveyed, the rate is 21.0% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 260 - 290 (Large)

Gender: Employers responding indicate 21% of workers are male, 79% are female.

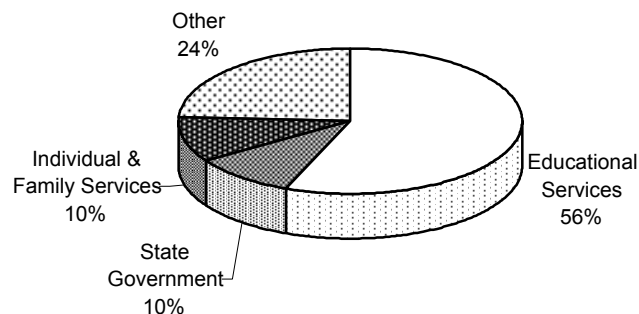
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	20
Total Openings:	50

Growth Trends: The new job growth rate for this occupation is 11.5%, which is growing faster than the average job growth rate of 9.1% for all occupations in the county. Most employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth remaining stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Client Services Advocate, Case Manager, Client Services Coordinator

Related DOT Code: 195-107.010, 195.107-018, 195.107-022, 195.164-010, 195.167-010, 195.267-022, 195.367-018

Promotional Opportunities: May be promoted to program manager, supervisor, coordinator, or director

Union/Collective Bargaining: Yes. Some employers responding indicate their employees are unionized.

Employer Responses: 19 employers, representing 290 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

STOCK CLERKS -- STOCKROOM, WAREHOUSE, STORAGE YARD**OES 580230**

Stock Clerks, Stockroom, Warehouse, and Storage Yard, receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require a high school diploma or equivalent. Few indicate they prefer technical or vocational training prior to hire. For those preferring training, the desired length is 3 months.

Experience: Many employers report they prefer work experience in this occupation. They tend to hire applicants with 6 months of stocking, warehouse, or similar experience.

Skills and Qualifications:

Able to read and follow instructions
 Basic math skills
 Able to write legibly
 Oral communication skills
 Able to follow oral instructions
 Able to work independently
 Willing to work with close supervision
 Public contact skills
 Possession of a valid Class B driver's license
 Able to stock shelves
 Labeling skills
 Understanding of inventory techniques
 Able to operate a fork lift
 Record keeping skills
 Able to lift at least 50 pounds repeatedly

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.30 - 8.25	\$6.25 - 8.54	\$7.00	\$7.50
New Hires, W/ Experience	\$6.30 - 8.25	\$6.25 - 10.00	\$8.00	\$8.27
After Three Years W/ Firm	\$7.75 - 13.00	\$10.00 - 18.00	\$9.00	\$13.79

*Wages reflect economic situation subsequent to minimum wage change of 01/01/01.

Hours Worked: Many Stock Clerks work part-time averaging 26 hours per week. Many work full-time at an average of 37 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	35%	12%	47%	29%	0%	0%
Dental Insurance	18%	18%	53%	18%	6%	0%
Vision Insurance	12%	12%	18%	18%	6%	0%
Life Insurance	47%	18%	6%	12%	6%	0%
Sick Leave	76%	41%	0%	0%	0%	0%
Vacation	88%	41%	0%	0%	0%	0%
Retirement Plan	29%	18%	47%	18%	0%	0%
Child Care	6%	0%	6%	0%	0%	0%

*Percentage is based on 17 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	*N/A	X
Not Difficult		

*None of the surveyed employers required previous work experience.

The Job Market for: **Stock Clerks -- Stockroom, Warehouse**

Experienced applicants: *Not Applicable

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: walk-in applicants, in-house promotion or transfer, and current employee referrals.

Employer Responses: 17 employers, representing 146 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 300 - 330 (Large)

Gender: Employers responding indicate 49% of workers are male, 51% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2004:	30
<u>Separations to 2004:</u>	30
Total Openings:	60

Growth Trends: The new job growth rate for this occupation is 10.0%, which is growing faster than the average new job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE

Food Stores	13.8%
Furniture & Homefurnishings Store	6.3%
Preserved Fruits & Vegetables	6.0%
Miscellaneous Nondurable Goods	6.0%
Colleges & Universities	5.1%
Miscellaneous Durable Goods	4.5%
Civic & Social Associations	4.5%
Department Stores	4.2%
Job Training & Related Services	4.2%
Medical Instruments & Supplies	3.3%
New & Used Car Dealers	3.0%
Hospitals	3.0%
Communications Equipment	2.7%
Airports, Flying Fields, & Services	2.7%
Other	30.7%

OTHER INFORMATION:

Alternate Job Titles: Warehouse Clerk, Purchasing Agent, Stock Replenisher, Supply Clerk

Related DOT Code: 219.367-018, 219.387-030, 222.387-026, 222.387-058, 222.387-034, 229.587-014, 339.687-010

Promotional Opportunities: May be promoted to head clerk, crew leader, warehouse supervisor, or store manager

Turnover: Among employers surveyed, the rate is 21.5% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

SYSTEMS ANALYSTS -- ELECTRONIC DATA PROCESSING**OES 251020**

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

EMPLOYER REQUIREMENTS

Education and Training: Among those surveyed, all employers report they require at least a high school degree or equivalent. Most indicate they require at least an associate's degree. Some report they require a bachelor's degree. Almost all employers indicate they require or prefer technical training prior to hiring in this occupation. Specific training requirements vary widely, but employers highlight the following: college degree in computer information systems, management information systems, or computer science. Further, database training, A+ certification, and knowledge of various platforms are all sought after.

Experience: Among those responding, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months experience as a systems analyst.

Skills and Qualifications:

Able to understand written sentences and paragraphs in work documents
 Able to write computer programs for various purposes
 Able to determine what is causing an operating error and deciding what to do about it
 Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
 Able to identify the nature of problems
 Able to analyze needs and product requirements to create a design
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Able to know how to find information and identify essential information
 Able to develop approaches for implementing an idea
 Able to use logic and analysis to identify the strengths and weaknesses of different approaches
 Able to find ways to structure or classify multiple pieces of information

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.51 - 19.18	\$11.93
New Hires, W/ Experience	\$8.00 - 27.88	\$14.72
After Three Years W/ Firm	\$13.81 - 30.00	\$26.37

Hours Worked: Almost all Systems Analysts work full-time averaging 42 hour per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	38%	0%
Dental Insurance	56%	19%	6%
Vision Insurance	50%	13%	6%
Life Insurance	56%	19%	6%
Sick Leave	94%	6%	0%
Vacation	94%	6%	0%
Retirement Plan	44%	38%	6%
Child Care	6%	0%	6%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Systems Analysts**
Experienced applicants: Not Competitive
Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, the Internet, current employee referrals, and in-house promotion or transfer.

Employer Responses: 16 employers, representing 67 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 100 - 160 (Medium)

Gender: Employers responding indicate 70% of workers are male, 30% are female.

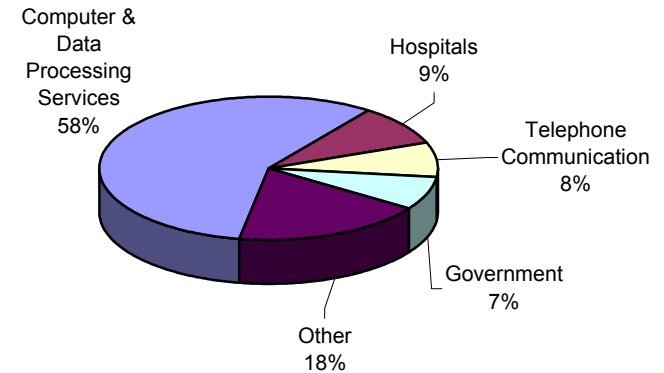
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	10
Total Openings:	70

Growth Trends: The new job growth rate for this occupation is 60.0%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Many employers responding project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Network Analyst, Network Engineer, Information Systems Analyst, Director of Information Systems, Information Systems Administrator, Technical Consultant

Related DOT Code: 030.162-014, 030.162-022, 030.167-014, 033.262.010, 109.067-010

Promotional Opportunities: May be promoted to senior systems analyst, project manager, team leader, supervisor of information services, information systems director, senior consultant, or software engineer

Turnover: Among employers surveyed, the rate is 7.5% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

TEACHERS -- ELEMENTARY SCHOOL**OES 313050**

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require at least a bachelor's degree. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for this occupation. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university. Employers report a range of training between 6 - 12 months, with an average of 12 months.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 36 months of teaching experience, with an average of 18 months.

Skills and Qualifications:

Teaching others how to do something
 Talking to others to convey information effectively
 Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
 Understanding written sentences and paragraphs in work documents
 Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
 Communicating effectively in writing as appropriate for the needs of the audience
 Being aware of others' reactions and understanding why they react as they do
 Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

WAGES AND BENEFITS

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 13.72	\$23.40 - 29.86	\$10.36	\$26.25
New Hires, W/ Experience	\$7.00 - 16.84	\$22.97 - 30.61	\$13.72	\$26.45
After Three Years W/ Firm	\$8.75 - 18.95	\$23.74 - 32.25	\$16.80	\$27.90

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Elementary School Teachers work full-time at an average of 37 hours per week. Some work "on-call" averaging 16 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	80%	20%	0%
Dental Insurance	67%	20%	0%
Vision Insurance	67%	20%	0%
Life Insurance	40%	7%	13%
Sick Leave	100%	0%	0%
Vacation	20%	0%	0%
Retirement Plan	47%	47%	0%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Elementary School Teachers**
Experienced applicants: Insufficient Data
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: colleges & universities, newspaper ads, and the Internet.

Turnover: Among employers surveyed, the rate is 2.7% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 1140 - 1220 (Very Large)

Gender: Employers responding indicate 30% of workers are male, 70% are female.

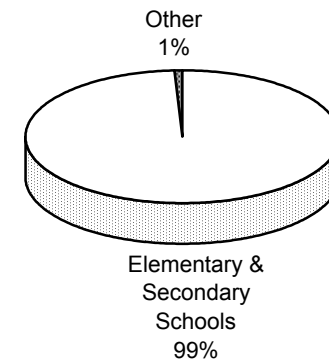
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	80
<u>Separations to 2006:</u>	190
Total Openings:	270

Growth Trends: The new job growth rate for this occupation is 7.0%, which is growing slower than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate a decline in growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Teacher, Classroom Teacher, Certificated Teacher

Related DOT Code: 092.227-010, 092.227-014

Promotional Opportunities: May be promoted to principal or other administrative position

Union/Collective Bargaining: Yes. Almost all employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 2063 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

TEACHERS, PRESCHOOL**OES 313030**

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

EMPLOYER REQUIREMENTS

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. All responding indicate they require technical or vocational training prior to hire. Employers generally express this training as the completion of 12 units of early childhood education.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of preschool teaching or other childcare-related experience.

Skills and Qualifications:

Able to speak to others to effectively convey information
 Able to use multiple approaches when learning or teaching new things
 Able to teach others how to do something
 Being aware of others' reactions and understanding why they react the way they do
 Able to listen to what others are saying and ask questions as appropriate
 Able to understand written sentences and paragraphs in work documents
 Able to assess how well one is doing when learning or doing something
 Able to adjust actions in relation to others' actions
 Able to develop approaches for implementing an idea
 Able to manage one's own time and the time of others
 Able to administer emergency first aid
 Possession of a clean police record
 Understanding of a variety of cultures

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 8.48	\$6.75
New Hires, W/ Experience	\$6.00 - 9.59	\$7.00
After Three Years W/ Firm	\$7.00 - 10.55	\$8.50

Hours Worked: Many Preschool Teachers work full-time averaging 40 hours per week. Many work part-time averaging 22 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	13%	7%	27%	0%	0%	0%
Dental Insurance	13%	7%	20%	0%	0%	0%
Vision Insurance	13%	7%	13%	0%	0%	0%
Life Insurance	13%	7%	0%	0%	0%	0%
Sick Leave	33%	13%	0%	0%	0%	0%
Vacation	40%	7%	0%	0%	0%	0%
Retirement Plan	13%	7%	7%	0%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Preschool Teachers**

Experienced applicants: Not Competitive

Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, college & universities, and current employee referrals.

Employer Responses: 15 employers, representing 150 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 300 - 340 (Large)

Gender: Employers responding indicate 19% of workers are male, 81% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

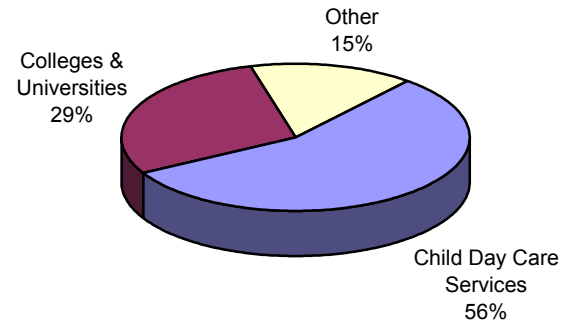
New jobs through 2004: 40

Separations to 2004: 40

Total Openings: 80

Growth Trends: The new job growth rate for this occupation is 13.3%, which is growing faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Assistant Teacher, Teacher

Related DOT Code: 092.227-018

Promotional Opportunities: May be promoted from assistant teacher to teacher, from teacher to coordinator; may be promoted to supervisor

Turnover: Among employers surveyed, the rate is 25.3% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

TEACHERS, SECONDARY SCHOOL**OES 313080**

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

EMPLOYER REQUIREMENTS

Education and Training: All employers surveyed report they require at least a bachelor's degree. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for Secondary School Teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university. Employers report an average of 12 months of training for this occupation.

Experience: Some employers report they prefer work experience in this occupation. They report hiring applicants with an average of 36 months of teaching experience.

Skills and Qualifications:

Talking to others to convey information effectively
 Teaching others how to do something
 Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
 Understanding written sentences and paragraphs in work documents
 Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
 Being aware of others' reactions and understanding why they react the way they do
 Using mathematics to solve problems
 Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$23.57 - 26.89	\$25.42
New Hires, W/ Experience	\$23.74 - 29.34	\$27.66
After Three Years W/ Firm	\$23.74 - 32.43	\$29.12

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Secondary School Teachers work full-time at an average of 36 hours per week. Some work "on-call" averaging 35 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	100%	0%	0%
Dental Insurance	100%	0%	0%
Vision Insurance	100%	0%	0%
Life Insurance	33%	0%	17%
Sick Leave	100%	0%	0%
Vacation	17%	0%	0%
Retirement Plan	50%	50%	0%
Child Care	0%	0%	0%

*Percentage is based on 6 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Secondary School Teachers**

Experienced applicants: Insufficient Data

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: colleges & universities, the Internet, and newspaper ads.

Turnover: Among employers surveyed, the rate is 5.2% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 620 - 700 (Very Large)

Gender: Employers responding indicate 52% of workers are male, 48% are female.

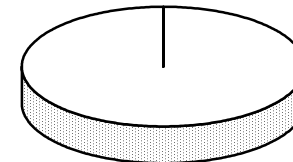
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	80
<u>Separations to 2006:</u>	150
Total Openings:	230

Growth Trends: The new job growth rate for this occupation is 12.9%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



Elementary &
Secondary
School
Teachers
100%

OTHER INFORMATION:

Alternate Job Titles: Teachers

Related DOT Code: 091.227-010, 091.221-010

Promotional Opportunities: May be promoted to principal or other administrative position

Employer Responses: 6 employers, representing 777 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: Yes, All employers surveyed report their employees are unionized.

TEACHERS -- SPECIAL EDUCATION**OES 313110**

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

EMPLOYER REQUIREMENTS

Education and Training: Of those surveyed, all employers report they require at least a bachelor's degree. Some indicate they require graduate study prior to hire. Graduate study is consistent with the State of California's credentialing requirements for special education teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university. Almost all employers indicate they require 12 - 24 months of technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience as a special education teacher.

Skills and Qualifications:

Able to teach others how to do something
 Able to use multiple approaches when learning or teaching new things
 Able to be aware of others' reactions and understanding why they react the way they do
 Able to talk to others to effectively convey information
 Able to develop approaches for implementing an idea
 Able to listen to what others are saying and ask questions as appropriate
 Able to assess how well one is doing when learning or doing something
 Able to understand written sentences and paragraphs in work documents
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Able to actively look for ways to help people
 Able to generate a number of different approaches to problems
 Able to find ways to structure or classify multiple pieces of information

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$15.81 - 18.90	\$18.27
New Hires, W/ Experience	\$16.11 - 26.22	\$18.65
After Three Years W/ Firm	\$16.30 - 30.41	\$22.43

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Special Education Teachers work full-time at an average of 37 hour per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	86%	7%	0%
Dental Insurance	79%	14%	0%
Vision Insurance	79%	14%	0%
Life Insurance	43%	7%	7%
Sick Leave	93%	0%	0%
Vacation	7%	0%	0%
Retirement Plan	7%	79%	7%
Child Care	0%	0%	7%

*Percentage is based on 14 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Special Education Teachers**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Not Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: colleges and universities, newspaper ads, and the Internet.

Turnover: Among employers surveyed, the rate is 6.0% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 500 - 510 (Very Large)

Gender: Employers responding indicate 25% of workers are male, 75% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

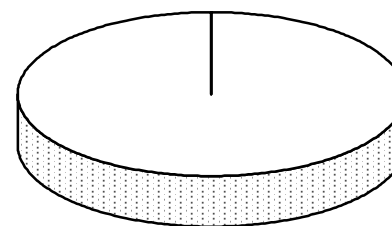
New jobs through 2006: 10

Separations to 2006: 30

Total Openings: 40

Growth Trends: The new job growth rate for this occupation is 2.0%, which is growing slower than the average new job growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



Elementary &
Secondary
Schools
100%

Alternate Job Titles: Resource Specialists

Related DOT Code: 094.107-010, 094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030

Promotional Opportunities: May be promoted to principal, superintendent, or other administrative position

Union/Collective Bargaining: Yes. Almost all employers surveyed report their employees are unionized.

Employer Responses: 14 employers, representing 140 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

TEACHERS AND INSTRUCTORS -- VOCATIONAL EDUCATION AND TRAINING**OES 313140**

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Does not include correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education

EMPLOYER REQUIREMENTS

Education and Training: Among those surveyed, all employers report they require at least a high school diploma or equivalent. Some indicate they require a college degree. Most report they require technical or vocational training prior to hire. This training may be in the form of achieving an instructor's license, completing college course work, or gaining necessary computer training.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months of prior experience as a vocational education and training teacher or instructor.

Skills and Qualifications:

Able to talk to others to effectively convey information
 Able to teach others how to do something
 Able to listen to what others are saying and ask questions as appropriate
 Able to use multiple approaches when learning or teaching new things
 Able to understand written sentences and paragraphs in work documents
 Able to communicate effectively with others in writing as indicated by the needs of the audience
 Able to develop approaches for implementing an idea
 Able to weigh the relative costs and benefits of a potential action
 Able to know how to find information and identify essential information
 Able to identify the things that must be changed to achieve a goal
 Knowledge of Occupational Safety & Health Administration standards
 Able to work under pressure
 Able to perform advanced mathematical computations

WAGES AND BENEFITS

<u>Wages:</u>	Non-Union <u>Range</u>	Union <u>Range</u>	Non-Union <u>Median</u>	Union <u>Median</u>
New Hires, No Experience	\$7.00 - 15.00	Insufficient Data	\$9.50	\$22.37
New Hires, W/ Experience	\$6.90 - 15.00	\$24.98 - 27.87	\$9.53	\$26.43
After Three Years W/ Firm	\$10.00 - 20.00	\$25.57 - 31.17	\$12.95	\$28.37

Hours Worked: Many Vocational Education and Training Teachers and Instructors work full-time averaging 38 hours per week. Some work part-time at an average of 19 hours weekly. A few work seasonally at an average of 8 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	25%	0%	13%	13%	0%	0%
Dental Insurance	25%	0%	0%	0%	0%	0%
Vision Insurance	25%	0%	0%	0%	0%	0%
Life Insurance	13%	0%	0%	0%	0%	0%
Sick Leave	25%	13%	0%	0%	0%	0%
Vacation	25%	13%	0%	0%	0%	0%
Retirement Plan	13%	0%	25%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 8 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Vocational Education Teachers & Instructors**
Experienced applicants: Not Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, newspaper ads, and the Internet.

Employer Responses: 8 employers, representing 61 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 340 - 380 (Large)

Gender: Employers responding indicate 46% of workers are male, 54% are female.

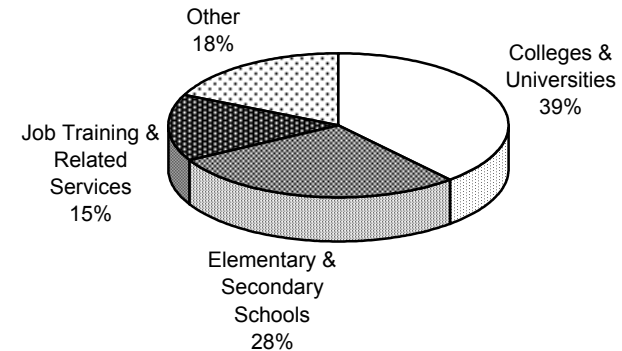
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	20
Total Openings:	60

Growth Trends: The new job growth rate for this occupation is 11.8%, which is growing at an average rate. The average new job growth rate for all occupations in the county is 10.9%. All employers responding project their firm's employment in this occupation to remain stable over the next two years.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Career Planning Instructor, Facilitator, Flight Instructor

Related DOT Code: 090.222-010, 097.221-010, 099.227-030, 166.221-010, 689.324-010, 788.222-010, 522.264-010

Promotional Opportunities: Employers responding do not report any promotional opportunities.

Turnover: Among employers surveyed, the rate is 9.8% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Some employers surveyed report their employees are unionized.

TELLERS**OES 531020**

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

EMPLOYER REQUIREMENTS

Education and Training: Almost all employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a requirement for training prior to hire.

Experience: Most employers report they prefer work experience in this occupation. They report hiring applicants with 3 - 12 months of tellering or other cash handling experience, with an average of 8 months.

Skills and Qualifications:

Using mathematics to solve problems
 Actively looking for ways to help people
 Talking to others to convey information effectively
 Being aware of others' reactions and understanding why they react as they do
 Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
 Understanding written sentences and paragraphs in work related documents
 Communicating effectively in writing as appropriate for the needs of the audience
 Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 9.00	\$8.00
New Hires, W/ Experience	\$8.00 - 10.62	\$8.50
After Three Years W/ Firm	\$9.00 - 12.75	\$10.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Tellers work part-time averaging 26 hours per week. Some work full-time at an average of 38 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	23%	0%	31%	54%	0%	8%
Dental Insurance	23%	0%	31%	54%	0%	8%
Vision Insurance	23%	0%	31%	46%	0%	0%
Life Insurance	38%	23%	15%	23%	0%	8%
Sick Leave	46%	62%	0%	0%	0%	0%
Vacation	46%	69%	0%	0%	0%	0%
Retirement Plan	8%	8%	46%	46%	0%	8%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 13 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Tellers**
Experienced applicants: Insufficient Data
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Turnover: Among employers surveyed, the rate is 46.1% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 340 - 390 (Large)

Gender: Employers responding indicate 21% of workers are male, 79% are female.

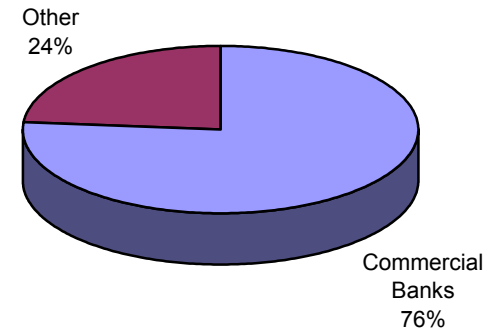
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	50
<u>Separations to 2006:</u>	110
Total Openings:	160

Growth Trends: The new job growth rate for this occupation is 14.7%, which is growing much faster than the average new job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Financial Services Representative

Related DOT Code: 211.362-014, 211.362-018, 211.382-010, 219.462-010

Promotional Opportunities: May be promoted to senior teller, new accounts representative, or operations supervisor

Union/Collective Bargaining: No. Employers responding indicate no unionization for this occupation.

Employer Responses: 13 employers, representing 106 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

TRAFFIC, SHIPPING, AND RECEIVING CLERKS**OES 580280**

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require a high school diploma or equivalent. Few indicate they require technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience in traffic, shipping, and receiving.

Skills and Qualifications:

Basic math skills
 Able to read and follow instructions
 Able to write legibly and effectively
 Oral communication skills
 Able to work under pressure
 Able to work independently
 Willing to work with close supervision
 Possession of a valid driver's license
 Able to operate a fork lift
 Able to type at least 30 words per minute
 Able to use the United States and private parcel post service
 Understanding of inventory techniques
 Able to plan and organize the work of others
 Record keeping skills
 Able to stand continuously for 2 or more hours
 Able to lift at least 60 pounds repeatedly

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	\$7.25
New Hires, W/ Experience	\$6.25 - 12.19	\$9.00
After Three Years W/ Firm	\$7.75 - 16.78	\$12.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Traffic, Shipping, and Receiving Clerks work full-time averaging 41 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	47%	0%
Dental Insurance	27%	13%	7%
Vision Insurance	13%	7%	7%
Life Insurance	40%	7%	7%
Sick Leave	80%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	27%	33%	7%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Traffic, Shipping, and Receiving Clerks**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and private employment agencies.

Turnover: Among employers surveyed, the rate is 14.9% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 380 - 390 (Large)

Gender: Employers responding indicate 88% of workers are male, 12% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 10

Separations to 2006: 50

Total Openings: 60

Growth Trends: The new job growth rate for this occupation is 2.6%, which is growing slower than the average new growth rate of 8.7% for all occupations in the county. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

WHERE THE JOBS ARE

Federal Government	25.1%
General Merchandise Stores	15.6%
Grocery Stores	6.1%
Preserved Fruits & Vegetables	4.6%
Professional & Commercial Equipment	2.8%
Miscellaneous Business Services	2.8%
Miscellaneous Plastic Products	2.0%
Women's & Misses' Outerwear	1.8%
Paints & Allied Products	1.8%
Toys & Sporting Goods	1.8%
Groceries & Related Products	1.8%
Other	33.8%

OTHER INFORMATION:

Alternate Job Titles: Purchasing Agent, Warehouse Person, Distribution Person

Related DOT Code: 214.587-014, 219.367-030, 222.387-050, 222.587-018, 222.587-034, 222.687-022, 248.362-010

Promotional Opportunities: May be promoted to driver, sales clerk, production supervisor, or retail manager

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

Employer Responses: 15 employers, representing 48 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

TRUCK DRIVERS -- HEAVY OR TRACTOR TRAILER**OES 971020**

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Almost all indicate they require technical or vocational training from a truck driving school prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of trucking or trucking-related experience.

Skills and Qualifications:

Able to operate a fork lift
 Able to read invoices
 Record keeping skills
 Able to drive trucks long distances
 Able to load and unload freight
 Able to meet Interstate Commerce Commission requirements
 Possession of a Class A driver's license
 Possession of a Class B driver's license
 Knowledge of local streets
 Able to pass a pre-employment medical examination
 Able to lift at least 75 pounds repeatedly
 Able to work independently
 Possession of a good Department of Motor Vehicles driving record
 Able to read and follow instructions
 Able to read a road map

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.97 - 24.57	\$14.00
New Hires, W/ Experience	\$8.00 - 20.00	\$13.50
After Three Years W/ Firm	\$10.00 - 21.25	\$14.49

Hours Worked: Most Truck Drivers work full-time averaging 44 hours per week. A few work part-time averaging 24 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	20%	0%
Dental Insurance	20%	7%	0%
Vision Insurance	20%	7%	0%
Life Insurance	47%	0%	0%
Sick Leave	13%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	7%	27%	0%
Child Care	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Truck Drivers -- Heavy or Tractor Trailer**
 Experienced applicants: Not Competitive
 Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Employer Responses: 15 employers, representing 143 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 490 - 600 (Very Large)

Gender: Employers responding indicate 99% of workers are male, 1% are female.

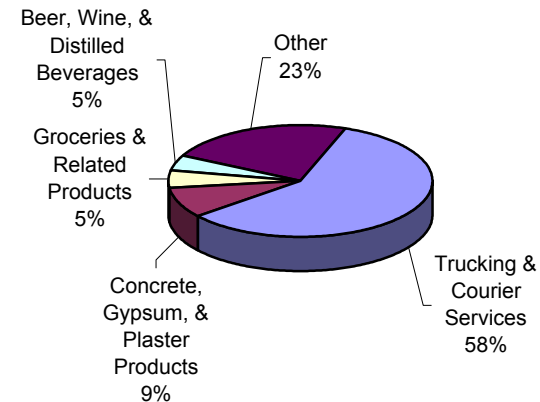
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	110
<u>Separations to 2004:</u>	50
Total Openings:	160

Growth Trends: The new job growth rate for this occupation is 22.4%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Mover

Related DOT Code: 900.683-010, 902.683-010, 903.683-018, 904.383-010, 904.683-010, 905.663-010, 905.663-014

Promotional Opportunities: May be promoted to dispatcher, or supervisor

Turnover: Among employers surveyed, the rate is 18.9% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

TRUCK DRIVERS, LIGHT -- INCLUDE DELIVERY AND ROUTE WORKERS**OES 971050**

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

EMPLOYER REQUIREMENTS

Education and Training: Most employers report they require a high school diploma or equivalent. Of those surveyed, a few indicate they prefer technical or vocational training prior to hire. Those seeking training indicate an average of 3 months.

Experience: Many employers report they require or prefer work experience in this occupation. They report hiring applicants with 6 - 12 months of experience as a truck driver, with an average of 8 months.

Skills and Qualifications:

Knowledge of local streets
 Ability to operate a forklift
 Ability to read invoices
 Record keeping skills
 Ability to load and unload freight
 Map reading skills
 Possession of a valid Class A driver's license
 Possession of a valid Class B driver's license
 Ability to lift at least 75 pounds repeatedly
 Ability to pass a pre-employment medical examination
 Possession of a good DMV driving record
 Ability to work independently
 Oral communication skills
 Basic math skills
 Ability to read and follow instructions
 Ability to write legibly

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 10.00	\$7.13
New Hires, W/ Experience	\$6.75 - 10.00	\$7.25
After Three Years W/ Firm	\$6.75 - 14.00	\$10.00

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.

Hours Worked: Most Truck Drivers work full-time averaging 40 hours per week. Some work part-time at an average of 25 hours weekly.

Benefits (% of Employers* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	27%	7%	27%	0%	7%	0%
Dental Insurance	13%	7%	13%	0%	7%	0%
Vision Insurance	13%	7%	7%	0%	7%	0%
Life Insurance	13%	7%	7%	0%	0%	0%
Sick Leave	53%	20%	0%	0%	0%	0%
Vacation	67%	20%	0%	0%	0%	0%
Retirement Plan	27%	7%	13%	7%	13%	0%
Child Care	7%	0%	0%	0%	7%	7%

*Percentage is based on 15 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	Insufficient Data	X
Not Difficult		

The Job Market for: **Truck Drivers, Light**
Experienced applicants: Insufficient Data
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

Turnover: Among employers surveyed, the rate is 60.6% for employees in this occupation over the past 12 months.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

Size of Employment: 750 - 840 (Very Large)

Gender: Employers responding indicate 92% of workers are male, 8% are female.

Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	90
<u>Separations to 2006:</u>	80
Total Openings:	170

Growth Trends: The new job growth rate for this occupation is 12.0%, which is growing faster than the average job growth rate of 8.7% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

WHERE THE JOBS ARE

Eating & Drinking Places	16.5%
Business Services	16.0%
Transportation By Air	12.5%
Trucking & Courier Services, Except Air	7.5%
Groceries And Related Products	7.1%
Newspapers	6.0%
Home Furniture, Furnishings & Equipment Stores	5.1%
Auto & Home Supply Stores	2.0%
Fuel Dealers	2.0%
Other	25.3%

OTHER INFORMATION:

Alternate Job Titles: Delivery Driver, Service Representative

Related DOT Code: 906.683-010, 906.683-014, 906.683-018, 906.683-022, 913.663-018, 919.663-022

Promotional Opportunities: May be promoted to service manager, warehouse manager, or other management positions

Employer Responses: 15 employers, representing 36 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Union/Collective Bargaining: No. Employers surveyed report no unionization for this occupation.

WAITERS AND WAITRESSES**OES 650080**

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer reports requiring or preferring training prior to employment.

Experience: Almost all employers report they require or prefer work experience in this occupation. They report hiring applicants with 3 - 36 months of experience as a waiter/waitress or other food-related experience. Employers report 15 months as the average amount of experience.

Skills and Qualifications:

Actively looking for ways to help people
 Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
 Talking to others to convey information effectively
 Communicating effectively in writing as appropriate for the needs of the audience
 Being aware of others' reactions and understanding why they react as they do
 Using mathematics to solve problems

WAGES AND BENEFITS

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.75 - 6.75	\$6.75
New Hires, W/ Experience	\$6.75 - 6.75	\$6.75
After Three Years W/ Firm	\$6.75 - 6.75	\$6.75

*Wages reflect economic situation subsequent to state minimum wage change of 01/01/02.
 All employers surveyed indicate that waiters/waitresses earn tips in addition to wages reported.

Hours Worked: Most Waiters & Waitresses work part-time averaging 24 hours per week. Some work full-time at an average of 36 hours per week.

Benefits (% of Employers* Offering Benefits):

	<u>Employer Paid</u>		<u>Shared Cost</u>		<u>Employee Pays All</u>	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	7%	7%	0%	7%	0%
Dental Insurance	0%	0%	0%	0%	7%	0%
Vision Insurance	0%	0%	0%	0%	7%	0%
Life Insurance	0%	0%	0%	0%	7%	0%
Sick Leave	7%	7%	0%	0%	0%	0%
Vacation	27%	20%	0%	0%	0%	0%
Retirement Plan	0%	0%	7%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

*Percentage is based on 15 employers responding to this particular question.

WELDERS AND CUTTERS**OES 939140**

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

EMPLOYER REQUIREMENTS

Education and Training: Many employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training in welding prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of previous welding or welding-related experience.

Skills and Qualifications:

Able to inspect and evaluate the quality of products
 Able to read blueprints
 Able to read working drawings
 Arc & gas welding skills
 Able to use precision tools and other equipment needed to do a job
 Able to perform routine maintenance and determine when and what type of maintenance is needed
 Able to install equipment, machines, wiring, or programs to meet specifications
 Possession of mechanical aptitude
 Able to use mathematics to solve problems
 Able to work continuously for 2 or more hours
 Able to work in awkward positions
 Able to work independently
 Able to write legibly

WAGES AND BENEFITS

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 10.00	\$7.78
New Hires, W/ Experience	\$7.50 - 12.50	\$9.25
After Three Years W/ Firm	\$9.00 - 18.00	\$12.75

Hours Worked: Almost all Welders & Cutters work full-time averaging 40 hours per week.

Benefits (% of Employers* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	31%	63%	0%
Dental Insurance	25%	56%	6%
Vision Insurance	13%	31%	0%
Life Insurance	31%	6%	0%
Sick Leave	50%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	6%	75%	0%
Child Care	0%	0%	0%

*Percentage is based on 16 employers responding to this particular question.

EMPLOYMENT TRENDS

Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Welders and Cutters**
Experienced applicants: Moderately Competitive
Inexperienced applicants: Moderately Competitive

Recruitment Methods: The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

Employer Responses: 16 employers, representing 199 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

Size of Employment: 280 - 330 (Large)

Gender: Employers responding indicate 100% of workers are male, 0% are female.

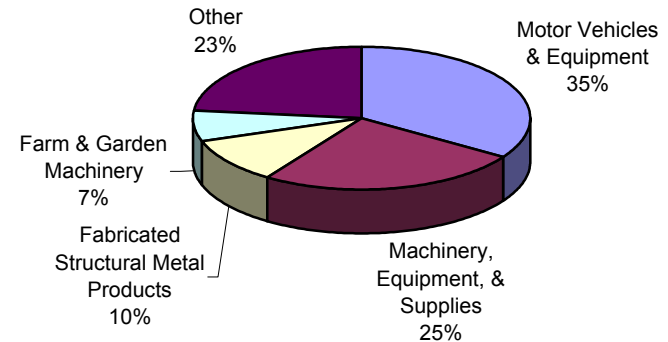
Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	50
<u>Separations to 2004:</u>	50
Total Openings:	100

Growth Trends: The new job growth rate for this occupation is 17.9%, which is growing much faster than the average new job growth rate of 10.9% for all occupations in the county. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

WHERE THE JOBS ARE



OTHER INFORMATION:

Alternate Job Titles: Certified Welder

Related DOT Code: 810.384-014, 811.684-014, 819.361-010, 819.361-014, 819.384-010, 819.684-010, 810.384-010

Promotional Opportunities: May be promoted to supervisor, foreperson, or field supervisor

Turnover: Among employers surveyed, the rate is 14.1% for employees in this occupation over the past 12 months.

Union/Collective Bargaining: Yes. Few employers surveyed report their employees are unionized.

2002 - 2003

BUTTE COUNTY

TRAINING

DIRECTORY

OVERVIEW

The *2002/2003 Butte County Training Directory* is produced as part of the statewide CCOIS. The development of this directory is through a cooperative effort between the Butte County Private Industry Council, the Labor Market Information Division of the State of California Employment Development Department, and the California Career Resource Network (CalCRN).

CalCRN is an interagency, state-level network created to provide support for career guidance and academic counseling programs designed to promote improved career and education decision making by individuals. CalCRN receives Carl D. Perkins funding from the US Department of Education and is part of the nationwide America's Career Resource Network (ACRN). At present the participating members of the CalCRN are:

- [California Department of Education](#)
- [Chancellor's Office of the California Community Colleges](#)
- [Employment Development Department](#)
- [Bureau for Private Postsecondary and Vocational Education](#)
- [Department of Rehabilitation](#)
- [Department of Social Services](#)
- [California Technology, Trade and Commerce Agency](#)
- [Employment Training Panel](#)
- [California Workforce Investment Board](#)

CalCRN is California's primary resource for career guidance and planning information to assist youth and adult career seekers. The mission of the CalCRN is to provide youth and adults with the career information and resources that enable them to reach their career goals.

The purpose of the *2002/2003 Butte County Training Directory* is to provide basic information on the training programs available to residents of Butte County. Unless otherwise noted, the programs listed are those that prepare persons for entry into one or more specific occupations.

The Employment Development Department (EDD) does not endorse the schools listed in the training directory. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile. Please contact us if there are additional programs that should be included in future editions of this directory.

HOW CAN I USE THIS DIRECTORY?

The data in this directory is intended for use by various workforce development agencies, training providers, organizations, and individuals. Some of the ways in which this directory can be used are as follows:

- It can be used as a reliable reference resource for career and vocational training programs available throughout Butte County.
- It can be used by employers interested in finding skilled workers or in search of training programs for new or current employees.
- Counselors and employment training professionals can use this directory to assist individuals in selecting training programs that meet their individual goals and needs.

LOCAL TRAINING PROVIDERS

Training is provided in the county for these occupations that were surveyed in Program Years 2000, 2001, 2002. Please refer to updated course catalogs or contact providers directly for current information. Training provider information may be found in the following pages:

AUTOMOTIVE MECHANICS	BUTTE COMMUNITY COLLEGE
BAKERS, BREAD AND PASTRY	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
CHILD CARE WORKERS	CALIFORNIA STATE UNIVERSITY, CHICO
COMBINED FOOD PREPARATION AND SERVICE WORKERS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
COMPUTER SUPPORT SPECIALISTS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO J K HANNIS MARKETING & TRAINING OROVILLE ADULT SCHOOL
COOKS, RESTAURANT	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
COUNTER AND RENTAL CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM J K HANNIS MARKETING & TRAINING
CUSTOMER SERVICE REPRESENTATIVES	NORTHSTATE BUSINESS COLLEGE
DENTAL ASSISTANTS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
DISPATCHERS, EXCEPT POLICE, FIRE, AND AMBULANCE	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
FIRST-LINE SUPERVISORS AND MANAGERS/SUPERVISORS -- SALES	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING
FOOD PREPARATION WORKERS	BUTTE COMMUNITY COLLEGE

GENERAL OFFICE CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
HOME HEALTH AIDES	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS
INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM OROVILLE ADULT SCHOOL
LOAN AND CREDIT CLERKS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
LOAN OFFICERS AND COUNSELORS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
MAINTENANCE REPAIRERS, GENERAL UTILITY	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM CALIFORNIA STATE UNIVERSITY, CHICO
MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS	BUTTE COMMUNITY COLLEGE
MEDICAL ASSISTANTS	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM CALIFORNIA STATE UNIVERSITY, CHICO
NURSE AIDES	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS JA'ONNA'S LABORATORY SKILLS TRAINING PROGRAM OROVILLE ADULT SCHOOL
PERSONAL AND HOME CARE AIDES	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM EVERGREEN AT GRIDLEY OLIVE RIDGE CARE CENTER OROVILLE ADULT SCHOOL
RECEPTIONISTS AND INFORMATION CLERKS	CALIFORNIA STATE UNIVERSITY, CHICO
	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM

	COMPUTERS AND TUTORS NORTHSTATE BUSINESS COLLEGE
RECREATION WORKERS	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
REGISTERED NURSES	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO CALIFORNIA STATE UNIVERSITY, CHICO FOR CONTINUING EDUCATION FEATHER RIVER UNIVERSITY
RESIDENTIAL COUNSELORS	CALIFORNIA STATE UNIVERSITY, CHICO
SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING
SALESPERSONS, RETAIL	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING
SECRETARIES, EXCEPT LEGAL AND MEDICAL	OROVILLE ADULT SCHOOL
SHIPPING, RECEIVING, AND TRAFFIC CLERKS	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS
SOCIAL WORKERS, EXCEPT MEDICAL AND PSYCHIATRIC	CALIFORNIA STATE UNIVERSITY, CHICO
STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD	BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM COMPUTERS AND TUTORS
SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM CALIFORNIA STATE UNIVERSITY, CHICO

	CALIFORNIA STATE UNIVERSITY, CHICO FOR CONTINUING EDUCATION COMPUTER LEARNING CENTER COMPUTERS AND TUTORS J K HANNIS MARKETING & TRAINING OROVILLE ADULT SCHOOL
TEACHERS AND INSTRUCTORS, VOCATIONAL EDUCATION AND TRAINING	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, ELEMENTARY SCHOOL	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY OROVILLE ADULT SCHOOL
TEACHERS, PRESCHOOL	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY OROVILLE ADULT SCHOOL
TEACHERS, SECONDARY SCHOOL	BUTTE COMMUNITY COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TEACHERS, SPECIAL EDUCATION	CALIFORNIA STATE UNIVERSITY, CHICO FEATHER RIVER UNIVERSITY
TELLERS	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER	FOSTER ELITE TRUCK DRIVING SCHOOL OROVILLE ADULT SCHOOL
TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS	FOSTER ELITE TRUCK DRIVING SCHOOL OROVILLE ADULT SCHOOL
WELDERS AND CUTTERS	BUTTE COMMUNITY COLLEGE BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM OROVILLE ADULT SCHOOL

Provider: BUTTE COMMUNITY COLLEGE
Physical Address: 3536 BUTTE CAMPUS DRIVE
 OROVILLE CA, 95965-8303
School Type: Community Colleges
Phone: (530) 895-2511
Fax: (530) 895-2962
Internet/URL: <http://www.butte.cc.ca.us>
Email: <mailto:admissions@butte.cc.ca.us>

Occupational Title(s):

AUTOMOTIVE MECHANICS
 COMPUTER SUPPORT SPECIALISTS
 FIRST-LINE SUPERVISORS AND MANAGERS/SUPERVISORS--SALES
 FOOD PREPARATION WORKERS
 INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING
 LOAN OFFICERS AND COUNSELORS
 MAINTENANCE REPAIRERS, GENERAL UTILITY
 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

 RECREATION WORKERS
 REGISTERED NURSES
 SALES REPRESENTATIVES, EXCEPT RETAIL
 SALESPERSONS, RETAIL
 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING
 TEACHERS, SECONDARY SCHOOL
 TELLERS
 WELDERS AND CUTTERS

Financial Aid:	Yes	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	No
Job Placement:	Yes	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	Yes
Counseling:	Yes	Certificate:	Yes
Child Care:	Yes	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	Yes		
ESL:	Yes		

Training Program(s):

Automobile/Automotive Mechanics Technology/Technician
 Computer Systems Networking and Telecommunications
 Business and Personal/Financial Services Marketing Operations
 Restaurant, Culinary, and Catering Management/Manager
 Physical Education Teaching and Coaching
 Business and Personal/Financial Services Marketing Operations
 Agricultural Mechanization, General
 Business Administration and Management, General
 Public Relations/Image Management
 Fashion Merchandising
 Business and Personal/Financial Services Marketing Operations
 Parks, Recreation and Leisure Facilities Management
 Nursing, Other
 Fashion Merchandising
 Fashion Merchandising
 Computer and Information Sciences, General
 Physical Education Teaching and Coaching
 Business and Personal/Financial Services Marketing Operations
 Welding Technology/Welder

Provider: BUTTE COUNTY REGIONAL OCCUPATIONAL PROGRAM
Physical Address: 9341 A MIDWAY
 DURHAM CA, 95938-0240
School Type: Secondary Schools with Occupational Programs (ROP and vocational/occupational education)
Phone: (530) 891-2929
Fax: (530) 891-2909
Internet/URL: <http://www.bcoe.butte.k12.ca.us>
Email: kgreenma@bcoe.butte.k12.ca.us

Occupational Title(s):

BAKERS, BREAD AND PASTRY
 COMBINED FOOD PREPARATION AND SERVICE WORKERS
 COOKS, RESTAURANT
 COUNTER AND RENTAL CLERKS
 DENTAL ASSISTANTS
 FIRST-LINE SUPERVISORS AND MANAGERS/SUPERVISORS—SALES

FOOD PREPARATION WORKERS
 GENERAL OFFICE CLERKS
 HOME HEALTH AIDES
 LOAN AND CREDIT CLERKS
 LOAN OFFICERS AND COUNSELORS
 MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

MEDICAL ASSISTANTS
 NURSE AIDES

RECEPTIONISTS AND INFORMATION CLERKS
 SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC—SALES

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	No
Job Placement:	Yes	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	Yes		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Baking and Pastry Arts/Baker/Pastry Chef
 Hospitality and Recreation Marketing Operations
 Culinary Arts/Chef Training
 Selling Skills and Sales Operations
 Dental Assisting/Assistant
 Business and Personal/Financial Services Marketing Operations
 Selling Skills and Sales Operations
 Sales, Distribution, and Marketing Operations, General

Institutional Food Workers
 General Office Occupations and Clerical Services
 Home Health Aide/Home Attendant
 Banking and Financial Support Services
 Business and Personal/Financial Services Marketing Operations
 Hospitality and Recreation Marketing Operations
 Business and Personal/Financial Services Marketing Operations
 Fashion Merchandising
 Medical/Clinical Assistant
 Nurse/Nursing Assistant/Aide and Patient Care Assistant

General Office Occupations and Clerical Services
 Fashion Merchandising
 Selling Skills and Sales Operations

SALESPERSONS, RETAIL

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

TELLERS

WELDERS AND CUTTERS

Provider: CALIFORNIA STATE UNIVERSITY, CHICO
Physical Address: 400 WEST FIRST STREET
CHICO CA, 959290722
School Type: Public 4- or more year Colleges and Universities, including all Graduate
and Professional Schools
Phone: (530) 898-4636
Fax: (530) 898-4381
Internet/URL: <http://www.csuchico.edu/>
Email: info@csuchico.edu

Occupational Title(s):

CHILD CARE WORKERS

COMPUTER SUPPORT SPECIALISTS

INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING

LOAN OFFICERS AND COUNSELORS

MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

PERSONAL AND HOME CARE AIDES

RECREATION WORKERS

Hospitality and Recreation Marketing Operations

Fashion Merchandising

Selling Skills and Sales Operations

General Office Occupations and Clerical Services

General Office Occupations and Clerical Services

Sales, Distribution, and Marketing Operations, General

Computer and Information Sciences, General

Business and Personal/Financial Services Marketing Operations

Banking and Financial Support Services

Welding Technology/Welder

Financial Aid:	Yes	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	Yes
Job Placement:	Yes	Bachelor Degree:	Yes
Career Development:	Yes	Associate Degree	No
Counseling:	Yes	Certificate:	Yes
Child Care:	Yes	Diploma:	No
Open Entry/Open Exit:	Yes		
Distance Learning:	Yes		
ESL:	Yes		

Training Program(s):

Child Care and Support Services Management

Management Information Systems, General

Physical Education Teaching and Coaching

Education, General

Finance, General

Business Administration and Management, General

Public Relations/Image Management

Child Care and Support Services Management

Parks, Recreation and Leisure Facilities Management

Child Care and Support Services Management

REGISTERED NURSES

RESIDENTIAL COUNSELORS

SOCIAL WORKERS, EXCEPT MEDICAL AND PSYCHIATRIC

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

TEACHERS AND INSTRUCTORS, VOCATIONAL EDUCATION AND TRAINING

TEACHERS, ELEMENTARY SCHOOL

TEACHERS, PRESCHOOL

TEACHERS, SECONDARY SCHOOL

TEACHERS, SPECIAL EDUCATION

Nursing - Registered Nurse Training (RN, ASN, BSN, MSN)

Child Care and Support Services Management

Social Work

Management Information Systems, General

Education, General

Mathematics Teacher Education

Art Teacher Education

Education, General

Bilingual and Multilingual Education

Computer and Information Sciences, General

Computer Programming/Programmer, General

Music Teacher Education

Child Care and Support Services Management

Bilingual and Multilingual Education

Education, General

Education, General

Mathematics Teacher Education

Art Teacher Education

German Language Teacher Education

History Teacher Education

Music Teacher Education

French Language Teacher Education

Chemistry Teacher Education

Social Science Teacher Education

Science Teacher Education/General Science Teacher Education

Physical Education Teaching and Coaching

Special Education and Teaching, General

Education, General

Provider: CALIFORNIA STATE UNIVERSITY, CHICO, CONTINUING ED
Physical Address: 400 W. FIRST STREET
 CHICO CA, 95929-0250
School Type: Public 4- or more year Colleges and Universities, including all Graduate and Professional Schools
Phone: (530) 898-6105
Fax: (530) 898-4020
Internet/URL: <http://www.rce.csuchico.edu>
Email: rce@csuchico.edu

Occupational Title(s):

REGISTERED NURSES

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

Financial Aid:	Yes	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	Yes
Job Placement:	No	Bachelor Degree:	Yes
Career Development:	No	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit :	No		
Distance Learning:	Yes		
ESL :	Yes		

Training Program(s):

Nursing, Other

Computer Systems Analysis/Analyst

Provider: COMPUTER LEARNING CENTER
Physical Address: 2201 - E2 PILLSBURY RD
 CHICO CA, 95926
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 345-4444
Fax: (530) 345-4454
Internet/URL: <http://www.computerlearningcenter.com>
Email: <mailto:home@computerlearningcenter.com>

Occupational Title(s):

SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	No	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Computer and Information Sciences, General

Provider: COMPUTERS AND TUTORS
Physical Address: 9287 D MIDWAY
 DURHAM CA, 95938
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 342-5282
Fax: 5303425284
Internet/URL: [not applicable](mailto:margin@hotmail.com)
Email: margin@hotmail.com

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	Yes		
Distance Learning:	No		
ESL:	No		

Occupational Title:

GENERAL OFFICE CLERKS
FIRST LINE SUPERVISORS MANAGER SUPERVISORS
MEDICAL ASSISTANTS
RECEPTIONISTS AND INFORMATION CLERKS
SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC
SALESPERSONS, RETAIL
SHIPPING, RECEIVING, AND TRAFFIC CLERKS
STOCK CLERKS - STOCKROOM, WAREHOUSE OR STORAGE YARD
SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

Provider: EVERGREEN AT GRIDLEY
Physical Address: 246 SPRUCE STREET
GRIDLEY CA, 95948
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 846-6266
Fax: (530) 846-0668
Internet/URL: [not applicable](#)
Email: not applicable

Occupational Title(s):

Nurse Aide

Provider: FEATHER RIVER UNIVERSITY
Physical Address: 5718 ALMOND ST
PARADISE CA, 95969
School Type: Private 4- or more year Colleges and Universities, including Graduate and Professional Schools
Phone: (530) 872-4404
Fax: (530) 872-8736
Internet/URL: <http://www.2net2.com/fru>
Email: featherriveruniversity@yahoo.com

Training Program(s):

General Merchandising, Sales, and Related Marketing
General Office Occupations and Clerical Services
Medical Office Management/Administration
General Office Occupations and Clerical Services
General Merchandising, Sales, and Related Marketing Operations
General Merchandising, Sales, and Related Marketing Operations
General Office Occupations and Clerical Services
General Office Occupations and Clerical Services
Computer and Information Sciences, General

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	Yes	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Nurse/Nursing Assistant/Aide and Patient Care Assistant

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	Yes
Job Placement:	No	Bachelor Degree:	Yes
Career Development:	No	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	No	Diploma:	Yes
Open Entry/Open Exit:	Yes		
Distance Learning:	Yes		
ESL:	No		

Occupational Title:

INSTRUCTORS AND COACHES, SPORTS AND PHYSICAL TRAINING
RECREATION WORKERS
REGISTERED NURSES
TEACHERS AND INSTRUCTORS, VOCATIONAL EDUCATION AND TRAINING
TEACHERS, ELEMENTARY SCHOOL
TEACHERS, PRESCHOOL
TEACHERS, SECONDARY SCHOOL
TEACHERS, SPECIAL EDUCATION

Training Program(s):

Health and Physical Education, General
Health and Physical Education, General
Nursing, Other
Education, General
Education, General
Education, General
Education, General
Education, General

Provider: FOSTER ELITE TRUCK DRIVING SCHOOL
Physical Address: 1940 FEATHER RIVER BLVD STE 6
OROVILLE CA, 95966
School Type: Proprietary (Private) Business and Technical Schools
Phone: (800) 927-3535
Fax: (530) 527-5427
Internet/URL: <http://not applicable>
Email: fosterelite@tco.net

Financial Aid:	Yes	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	No
Job Placement:	Yes	Bachelor Degree:	No
Career Development:	No	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	No		
ESL:	Yes		

Occupational Title(s):

TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER
TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS

Training Program(s):

Truck and Bus Driver/Commercial Vehicle Operation
Truck and Bus Driver/Commercial Vehicle Operation

Provider: J K HANNIS MARKETING & TRAINING
Physical Address: 1362 ESPLANADE
CHICO CA, 95926
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 342-0315
Fax: (530) 343-7275
Internet/URL: not applicable
Email: jkhannis@sunset.net

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	Yes		
Distance Learning:	No		
ESL:	No		

Occupational Title(s):

COMPUTER SUPPORT SPECIALISTS
COUNTER AND RENTAL CLERKS
FIRST-LINE SUPERVISORS AND MANAGERS/SUPERVISORS-- SALES
SALES REPRESENTATIVES, EXCEPT RETAIL AND SCIENTIFIC
SALESPERSONS, RETAIL
SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

Provider: JA'ONNA'S LABORATORY SKILLS TRAINING
Physical Address: 3760 MORROW LANE, SUITE A
CHICO CA, 95928
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 345-4248
Fax: (530) 345-4248
Internet/URL: <http://www.jaonnas.com>
Email: not applicable

Occupational Title(s):

MEDICAL ASSISTANTS

Provider: NORTHSTATE BUSINESS COLLEGE
Physical Address: 574 MANZANITA SUITE 12
CHICO CA, 95926
School Type: Proprietary (Private) Business and Technical Schools
Phone: (530) 895-3150
Fax: (530) 342-4005
Internet/URL: [not applicable](http://www.northstate.edu)
Email: not applicable

Occupational Title(s):

CUSTOMER SERVICE REPRESENTATIVES, UTILITIES
RECEPTIONISTS AND INFORMATION CLERKS

Training Program(s):

Management Information Systems, General
Selling Skills and Sales Operations
Selling Skills and Sales Operations
Selling Skills and Sales Operations
Selling Skills and Sales Operations
Management Information Systems, General
Computer and Information Sciences, General

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	No	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	Yes	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Medical/Clinical Assistant

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	Yes	Bachelor Degree:	No
Career Development:	No	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	Yes		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Receptionist
Receptionist

Provider: OLIVE RIDGE CARE CENTER
Physical Address: 1000 EXECUTIVE PARKWAY
 OROVILLE CA, 95966
School Type: Hospital or Health Programs not elsewhere included
Phone: (530) 533-7335
Fax: (530) 533-8715
Internet/URL: [not applicable](#)
Email: bwright@evergreenhealthcare.com

Occupational Title(s):

NURSE AIDES

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	No	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	No	Certificate:	Yes
Child Care:	No	Diploma:	No
Open Entry/Open Exit:	No		
Distance Learning:	No		
ESL:	No		

Training Program(s):

Nurse/Nursing Assistant/Aide and Patient Care Assistant

Provider: OROVILLE ADULT SCHOOL
Physical Address: 2060 SECOND STREET
 OROVILLE CA, 95966
School Type: Public Adult Schools with occupational programs
Phone: 5305385350
Fax: 5305385396
Internet/URL: <http://www.oroilleadulthoodschool.com>
Email: drobinso@ben.bcoe.butte.k12.ca.us

Occupational Title(s):

COMPUTER SUPPORT SPECIALISTS
 HOME HEALTH AIDES
 MEDICAL ASSISTANTS
 NURSE AIDES
 SECRETARIES, EXCEPT LEGAL AND MEDICAL
 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING
 TEACHERS, ELEMENTARY SCHOOL
 TEACHERS, PRESCHOOL
 TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER
 TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS
 WELDERS AND CUTTERS

Financial Aid:	No	Doctorate Degree:	No
Veteran Approved:	Yes	Master Degree:	No
Job Placement:	No	Bachelor Degree:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	Yes	Certificate:	Yes
Child Care:	No	Diploma:	Yes
Open Entry/Open Exit:	Yes		
Distance Learning:	No		
ESL:	Yes		

Training Program(s):

Computer Systems Networking and Telecommunications
 Home Health Aide/Home Attendant
 Medical/Clinical Assistant
 Nurse/Nursing Assistant/Aide and Patient Care Assistant
 Administrative Assistant and Secretarial Science, General
 Computer and Information Sciences, General
 Bilingual and Multilingual Education
 Bilingual and Multilingual Education
 Truck and Bus Driver/Commercial Vehicle Operation
 Truck and Bus Driver/Commercial Vehicle Operation
 Welding Technology/Welder

